



09 November 2017

Dear Councillor

You are invited to attend a meeting of the Policy & Resources Committee to be held in
The Chamber, Cookstown at Mid Ulster District Council, Council Offices,
COOKSTOWN, BT80 8DT on Thursday, 09 November 2017 at 19:00 to transact the
business noted below.

Yours faithfully

Anthony Tohill
Chief Executive

AGENDA

OPEN BUSINESS

1. Apologies
2. Declarations of Interest
3. Chair's Business

Matters for Decision

- | | |
|---|---------|
| 4. Public Notice Advertising Policy | 3 - 6 |
| 5. Elected Member Development Working Group | 7 - 10 |
| 6. Room Hire Policy - Proposed Amendment | 11 - 22 |
| 7. Data Handling Policy (Access NI) Policy on the Recruitment of Ex-Offenders | 23 - 34 |

Matters for Information

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| 8 Minutes of Policy and Resources Committee held on 5 October 2017 | 35 - 42 |
| 9 Performance Improvement - Six Month Update | 43 - 90 |
| 10 Brand Implementation Update | 91 - 92 |
| 11 Member Services | |

Items restricted in accordance with Section 42, Part 1 of Schedule 6 of the Local Government Act (NI) 2014. The public will be asked to withdraw from the meeting at this point.

Matters for Decision

12. Tender Award: Appointment of Newspaper/Newspaper Group to

- carry weekly planning advertisements
- 13. Proposed Land Acquisitions from PSNI and NIHE
- 14. Lands at Lime Kiln Lane, Cookstown
- 15. Contracts and DAC
- 16. Charges imposed by Council when credit or debit cards are used to make payment
- 17. Rates Estimates 18/19
- 18. Assets Valuation Services
- 19. Notice Claims following outcome of Industrial Tribunal Cases 1375/15, 1379/15
- 20. Staffing Matters for Decision
- 21. Finance Staff Relocation to Cookstown Office
- 22. Mobile Network Choice

Matters for Information

- 23. Confidential Minutes of Policy and Resources Committee held on 5 October 2017
- 24. Financial Report for 6 months ended 30 September 2017
- 25. Council Insurances
- 26. General Data Protection Regulations (GDPR)
- 27. Summary of Council's Fair Employment Monitoring Returns for Year Ending 1 January 2016 and Year Ending January 2017
- 28. Transforming the Delivery of Leisure Services in Mid Ulster District Council
- 29. Staff Matters for Information
- 30. Deputation - Asset Management Framework - Presentation from Strategic Investment Board

Report on	Public Notice Advertising Policy
Reporting Officer	Ursula Mezza
Contact Officer	Ursula Mezza

Is this report restricted for confidential business?	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	x

1.0	Purpose of Report
1.1	The report suggests amendments to the Council's existing policy governing the placement of public notice advertising.
2.0	Background
2.1	The Council first agreed a policy relating to the placement of public notice advertising, as well as the placement of tender and recruitment advertisements in February 2015.
2.2	The Policy was amended with regard to recruitment advertising in March 2015 to ensure that recruitment advertisements, for posts at SO1 and above, were placed in all three regional papers (Belfast Telegraph, Irish News and News Letter).
2.3	The policy was further amended in March 2017 to reflect the introduction of an e-tendering system which negated the need to advertise tenders in newspapers.
2.4	The policy has not yet been reviewed in relation to the public notice element, which would typically concern consultations, notifications of grants, entertainment licences and so on.
2.5	Given the policy has reached its natural review date and the recent changes in local news media (the Observer Newspaper Group has now closed and a new title, the Dungannon Herald, has been introduced), changes to the policy are now being suggested.
3.0	Main Report
3.1	<p>The policy currently states that 7 local newspapers are to be used for the purposes of public notice advertising:</p> <ul style="list-style-type: none"> • County Derry Post • Dungannon Observer • Impartial Reporter • Mid Ulster Mail • Mid Ulster Observer • Tyrone Courier • Tyrone Times

3.2	<p>The cost of advertising in all titles for the last 2 financial years and in the current year to date are:</p> <p>2015-2016: £26,231.87 2016-2017: £22,715.43 2017-2018 YTD: £15,750.98</p>
3.3	<p>Given the level of expenditure and the fact that the Council uses its own platforms (web and social media channels) and PR activity to publicise the issues which are currently advertised as public notices, ceasing to advertise would bring cost savings without a commensurate drop in public engagement.</p>
3.4	<p>The statutory duty to advertise entertainment licence applications in 1 local newspaper circulating in the district remains in place. However, policy review has also highlighted that this requirement is not aligned with the existing policy.</p>
3.5	<p>While the entertainment licence requirement may be subject to legislative change in the future, it is proposed that any applications for entertainment licences for Council premises, are advertised only in 1 title.</p>
4.0	Other Considerations
4.1	<p><u>Financial & Human Resources Implications</u></p> <p>Financial: The new approach would bring savings of approximately £20K per annum.</p> <p>Human: N/A</p>
4.2	<p><u>Equality and Good Relations Implications</u></p> <p>N/A</p>
4.3	<p><u>Risk Management Implications</u></p> <p>None</p>
5.0	Recommendation(s)
5.1	<p>That the Committee agrees to recommend that:</p> <ol style="list-style-type: none"> 1. Local newspapers are not used for public notice advertising unless required by a funder or, with the approval of a director, in special circumstances 2. where advertising is required for the purposes of an entertainments licence, the application appears in 1 newspaper title circulating in the district.

6.0	Documents Attached & References
	None

Report on	Elected Member Development Working Group
Reporting Officer	P Moffett, Head of Democratic Services
Contact Officer	E Forde, Member Support Officer S McAleer, Corporate Learning & Development Manager

Is this report restricted for confidential business?	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	x

1.0	Purpose of Report
1.1	To receive and consider the report of a meeting of the Elected Member Development Working Group held on Thursday 21 September 2017.
2.0	Background
2.1	The Council previously resolved to establish an Elected Member Development Steering Group to provide direction on member development needs and work towards the attainment of the Elected Member Development Charter.
2.2	The steering group Terms of Reference confirms that the business of the Working Group be reported through to Policy & Resources Committee
3.0	Main Report
3.1	<p>The Report of the most recent meeting of the Elected Member Development Steering Group is attached as Appendix A for consideration and approval.</p> <p>The following issue came from discussion at this and previous meetings:</p> <ul style="list-style-type: none"> Members agreed to make allowance for £7,500 spend within the budget 2018/19
4.0	Other Considerations
4.1	<p><u>Financial & Human Resources Implications</u></p> <p>Financial: Not Applicable</p> <p>Human: Not Applicable</p>
4.2	<p><u>Equality and Good Relations Implications</u></p> <p>None identified</p>

4.3	<u>Risk Management Implications</u> None identified.
5.0	Recommendation(s)
5.1	<p>The committee</p> <ul style="list-style-type: none"> (i) Considers and approves the report of the Elected Member Development Steering Group meeting held on Thursday 21 September 2017. (ii) Considers and approves recommendation of the Elected Member Development Steering Group to make allowance for £7,500 in 2018/19. This is from within the existing Democratic Services budget.
6.0	Documents Attached & References
	Appendix A: Report of Elected Member Development Steering Group

Report of Elected Member Development Steering Group of Mid Ulster District Council held on *21 September 2017* at 5.15pm in Council Offices, Dungannon

Attendees **Members:** Councillors Ashton, Doris, McKinney and M Quinn
Officers: P Moffett Head of Democratic Services, E Forde, Member Support Officer

Apologies Cllr Gildernew, S McAleer Corporate L&D Manager

AGENDA	MATTERS AGREED	ACTIONS & RESPONSIBILITY
1.0	Meeting Report 17 May 2017	
	<ul style="list-style-type: none"> Noted 	
2.0	Progress Report	
	<ul style="list-style-type: none"> Noted 	
3.0	Learning and Development Training Programme	
	<p>Members noted:</p> <ul style="list-style-type: none"> Learning and Development Schedule for September to December 2017; Planning Learning and Development Scheduled 2018/19 Current training opportunities from other bodies e.g. NILGA <p>Members Agreed:</p> <ul style="list-style-type: none"> To progress planning Learning & Development Schedule 2018/19 To actively encourage party colleagues to avail of the training A copy of the schedule September to December 2017 to be tabled at Council meeting and attention drawn to same Training in relation to Welfare Reform (Universal Credit) publicised through community newsletter 	<p>S McAleer, C L&D Manager Working Group Members E Forde, Member Support Officer E Forde, Member Support Officer</p>

	<ul style="list-style-type: none"> • Attention be drawn to planned Refugee Awareness Training 	E Forde, Member Support Officer
4.0	Financial Update	
	It Was Agreed That <ul style="list-style-type: none"> • Members noted the spend on training to date; • Members agreed that £7500 provision be made within 2018-19 Democratic Services budget 	P Moffett, Head of Service
5.0	CMIS	
	<ul style="list-style-type: none"> • The CMIS app was demonstrated to members of the working group highlighting the Resource Library which would be populated with Briefing Notes to Members, Shared Learning and other documents e.g. Constitution, Standing Orders and Contacts Booklet. 	E Forde, Member Support Officer
6.0	Members Issues	
	<p>Issues Raised included:</p> <p>(1) Training in relation to spotting Domestic Abuse.</p>	S McAleer, C L&D Manager
Meeting concluded at 6.00 pm		

Report on	Room Hire Policy – Proposed Amendment
Reporting Officer	Philip Moffett, Head of Democratic Services
Contact Officer	Chief Executive

Is this report restricted for confidential business?	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	x

1.0	Purpose of Report
1.1	To consider an amendment to council's Room Hire Policy on the provision of meeting rooms for hire within its civic offices and facilities to organisations or individuals wishing to hire them.
1.2	Civic buildings extend to offices at Burn Road, Cookstown; Circular Road, Dungannon; and Ballyronan Road, Magherafelt. Council facilities refers to all other buildings under the Council's management. Appendix A to the policy details meeting rooms.
1.3	This report proposes a change to the hire charge levied when hired for the provision of civic hospitality hosted by the Chairperson or Deputy Chairperson of council.
2.0	Background
2.1	<p>The policy was approved by council in May 2016 and covers the following, as detailed.</p> <p>Council Civic Buildings</p> <ul style="list-style-type: none"> Reserved for the use of council services and Members during office opening hours External hirers are be permitted to hire/use rooms within either of the offices unless they have a linkage with the delivery of council business or be from the local government sector (i.e. NILGA, ICBAN, Housing Council etc.) <p>Council Facilities</p> <ul style="list-style-type: none"> Internal Council hirers, Elected Members and external hirers can hire meeting rooms within any council facility Internal and External hirers are levied the hire charge relevant to the facility Elected Members are levied the relevant hire charge except where a room in a Council Civic Building has been sought but not available, in which case no charge shall be levied for hire charge
3.0	Main Report

3.1	Members will be aware that the council has annual amounts available to the Chair and Deputy Chair of council to provide receptions and there is also a Civic Receptions budget. The policy currently requires that all facility hirers pay the relevant hire charge.
3.2	Existing amounts available to the Chair and Deputy Chair and for Civic Receptions are used to meet the whole cost of hospitality provided. This includes charges for using council facilities and outside venues, where required, which can significantly use the existing receptions budgets.
3.3	In interests of ensuring the money set aside for civic hospitality is utilised for its intended purpose it is proposed that when a council facility is being used by the Chair or Deputy Chair to provide civic hospitality the hire charge be capped at £100, or less where the relevant charge is of a lesser amount (page 6 of policy).
3.4	The policy (amended) further confirms when members are required to meet hire charges for a room in a council facility. The current policy indicates that members are levied the facility hire charge, except when a room in one of the Civic Buildings was sought but not available. The policy (amended) confirms that this exception does not apply if the civic building is sought when it is closed/outside of normal office hours (page 5 of policy). This is purely an inclusion of clarification within the policy.
4.0	Other Considerations
4.1	<p><u>Financial & Human Resources Implications</u></p> <p>Reduction in monies received by facilities for evenings when they play host to Chair's/Deputy Chair's Receptions, Civic Receptions and Civic Awards evenings.</p>
4.2	<p><u>Equality and Good Relations Implications</u></p> <p>The policy was previously equality screened and equality implications not anticipated.</p>
4.3	<p><u>Risk Management Implications</u></p> <p>N/A</p>
5.0	Recommendation(s)
5.1	That the committee consider and approve proposed amendment to the council Room Hire Policy.
6.0	Documents Attached & References
6.1	Appendix A Room Hire Policy (amended)



Policy on Room Hire

Document Control			
Policy Owner	Head of Democratic Services		
Policy Author	Head of Democratic Services		
Version	Being Subject to Revision		
Consultation	Senior Management Team	Yes / No	
	Trade Unions	Yes / No	
Equality Screened by	Yes/ No	Date	Yes
Equality Impact Assessment	Yes or No or N/A	Date	N/A
Good Relations	Yes or No or N/A		
Approved By	Policy & Resources	Date	11-05-16
Adopted By	Council	Date	26-05-16
Review Date	May 2018	By Whom	
Circulation	Councillors, Staff		
Document Linkages	Mid Ulster DC Scheme of Delegation		

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1.0 INTRODUCTION

- 1.1 The provision of meeting and function rooms for hire permits Mid Ulster District Council to provide areas designated for a range of council service related meetings, activities and events.
- 1.2 The Council has agreed that arrangements be implemented to facilitate the provision of room hire within its buildings and facilities to organisations or individuals external to the Council and those requiring access to same for the delivery of Council services, as outlined in this policy.

2.0 POLICY AIM & OBJECTIVES

- 2.1 **Policy Aim:** To set out the permission, circumstances and criteria in which rooms may be hired for use.

- 2.2 **Policy Objectives:**

- To provide a mechanism that enables Council to designate facilities for hire and availability for meeting reservation;
- To outline the process on how to access the facilities available and the general conditions under which they are made available by Council;
- To set the criteria for room hire and availability of Council facilities for use by internal and external users;
- To support and facilitate meetings, activities or events through the provision of facilities for hire and use; and
- To manage financial resources in terms of the cost to hire council facilities within departmental budgets and the recoupment of income from the hire of facilities.

3.0 POLICY SCOPE

- 3.1 This policy relates specifically to room hire and availability of Council Civic buildings and facilities, as those outlined in Appendices A and B. Council Civic buildings extend to Council buildings at Burn Road, Cookstown; Circular Road, Dungannon; and Ballyronan Road, Magherafelt as detailed in Appendix A. Council facilities refers to all other buildings under the Council's management.

- 3.2 This policy does not deal with the specific terms and conditions of hire for rooms within Council Civic buildings and other buildings under the Council management. Terms and conditions will be subject to each venue and must be adhered to by internal and external users. A consistent approach will be developed around which civic buildings and facilities will be hired. The process will require a completed booking form being provided to the relevant member of staff within either of the Council's Civic Buildings for external hirers and Facilities for all hirers.

4.0 LINKAGE TO CORPORATE PLAN

- 4.1 Referring to Mid Ulster District Council's Corporate Plan 2015-2019, this policy contributes toward the delivery of Corporate Theme 4 *Delivering for our People* to design and deliver its services around those accessing them by working for and with local people.

5.0 PROCEDURE & IMPLEMENTATION

- 5.1 This section confirms the framework for considering requests received for room hire and subsequent reservation of council facilities with adherence to general principles and criteria, which must be met to be considered eligible.

5.2 Hire & Availability

- 5.2.1 In the application of this policy the Council will apply the following:

(i) Council Civic Buildings

	Internal (Council) Hirers	Elected Members	External Hirers
Eligibility to Hire	Yes	Yes ¹	No ²
Hire Charge Levied	No	No	Yes ³

¹ Elected members shall be permitted to book a room during normal opening hours for the purposes of council business and must be in attendance at those meetings

² Except where the organisation requesting the hire has a direct linkage with the delivery of council business or local government sector

³ No charge shall apply where the council has Elected Member representation from the council on the body hiring

(ii) Council Facilities

	Internal (Council) Hirers	Elected Members	External Hirers
Eligibility to Hire	Yes	Yes	Yes
Hire Charge Levied	Yes ⁴	Yes ⁵	Yes ⁶

(iii) Catering

Catering for meetings and events within either of the Council's Civic buildings and Facilities shall be provided by those organisations, as advised by the relevant facility and Civic Building. Those making bookings shall not be permitted to bring catering from providers other than those advised.

(iv) Booking Procedure and Requirements

Bookings must be in writing and observe the principles detailed in Appendix C.

5.3 Exclusions to Hire

5.3.1. Council facilities and Civic Buildings shall not be hired for the purposes of;

- Events and activities which could be viewed as promoting the profile and interests of political parties over other political parties represented, or otherwise, on Mid Ulster District Council. This does not extend to hiring rooms to undertake and progress business in the course of their representative role as a group of elected representatives of the Council.
- Activities deemed to be outside the ethos of the Council business

5.3.2. Decisions on the use of all premises, except for the 3 Council Civic buildings, shall be delegated to any Director of Council as referenced within Council's *Scheme of Delegation for Senior Officers*. The Chief Executive has ultimate responsibility for the 3 Council Civic buildings.

5.3.3 When it is felt that requests for the use of rooms within either of the Council's Civic Buildings or Facilities requires Council consideration, for events deemed as controversial these will be reported to Council. Where there is not

⁴ Council services shall be levied the relevant hire charge. Internal (council) hirers should give priority to booking council facilities before consideration is given to the hire of non-council facilities

⁵ Elected members will be levied the facility hire charge, except when a room in one of the Civic Buildings was sought but not available. **This exception does not apply if the civic building is sought when it is closed/outside of normal office hours**

⁶ Shall be levied the relevant hire charge except in instances where the council has Elected Member representation on the outside body hiring

sufficient time for Council to be consulted approval shall only be given following consultation with the Chair of the relevant Committee and Council.

5.4 Charging for Hire

5.4.1 Charges for the use of Council facilities and civic buildings, where applicable, shall be set and regularly reviewed by Council.

5.4.2 Charges, where set, for the use of Council facilities and civic buildings shall apply in all circumstances except when used for the provision of civic hospitality hosted by the Chairperson or Deputy Chairperson of Council. In such circumstances the hire charge will be capped at £100, or less where the charge levied is of a lesser amount.

6.0 ROLES AND RESPONSIBILITIES

6.1 **Chief Executive:** has authority with regard to the hire of facilities in line with the Council's Scheme of Delegation for Senior Officers on approving holding of non-controversial events, conferences or promotions and applying any necessary hire charges

6.2 **Departments:** are responsible for; day to day managerial accountability for hire within Council Civic Offices and facilities; adherence to this policy and the associated terms and conditions within facilities; and adequate provision of training for members of staff involved in the delivery and associated administration of room hire and reservations to provide a high quality service.

6.3 **Elected Members:** consider requests for room hire brought to Council, where it is deemed necessary that Council consider whether or not to permit hire on the basis that they are deemed as controversial events.

7.0 IMPACT ASSESSMENTS

7.1 Equality Screening & Impact

7.1.1 This policy has been equality with adverse impacts identified requiring mitigating action.

7.2 Staff & Financial Resources

7.2.1 No issues have been identified which will impact on the delivery of Council business as a result of this policy being implemented.

8.0 SUPPORT AND ADVICE

- 8.1 Advice and guidance on the implementation of this should be sought from the Corporate Policy & Equality Officer, Democratic Services.

9.0 COMMUNICATION

- 9.1 This policy shall be communicated to all elected members and relevant staff.
- 9.2 All Elected Members and Directors shall be provided with a copy of this policy. This policy will be communicated internally using a range of appropriate internal communication methods.

10.0 MONITORING & REVIEW ARRANGEMENTS

- 10.1 Implementation of this policy will be routinely monitored and a formal review undertaken 24 months from its effective date.

Appendix A

• Mid Ulster District Council Civic Offices

Location	Room	Indicative Seating Capacity
Council Offices, Dungannon	Glass Pod	10
	Committee Room	20 boardroom style
Council Offices, Cookstown	Committee Room	20
	Room 4	8
Council Offices, Magherafelt	Committee 1	10-12 boardroom style
	Committee 2	10-12 boardroom style
	Committee 3	24 Boardroom style

• Mid Ulster District Council Meeting Rooms & Facilities

Location	Room	Indicative Seating Capacity
Ranfurly House Arts and Visitor Centre, Dungannon	Tower Room	60
	Square Box	98
	Art Studio	40
	Gardner's Hall (book via Ranfurly)	Large Rm: 60 Small Rm: 30
	Ranfurly Events Space	
Leisure Centre, Dungannon	Meeting Room	40
	Minor Hall	100
Burnavon, Cookstown	Exhibition Area	60
	Studio	50
	Auditorium	350
Leisure Centre, Cookstown	Dance studio	60
	Committee Room	30
	Conference Room	50
Mid Ulster Sports Arena, Cookstown	Committee Room (changing Block)	15
	Mobile Unit	20
Bridewell, Magherafelt	Small meeting room	7
	Main Hall	150
Meadowbank Complex, Magherafelt	Meeting Room	30
	Pavilion	60
	Cafeteria Area	120
Recreation Centre, Maghera	Conference Room	70
Northland Row, Dungannon	Interview Room	8
Seamus Heaney HomePlace, Bellaghy	The Helicon	

Appendix C

Booking Procedures & Requirements

The following principles shall form the basis for the booking process.

- Bookings must be made in writing on the prescribed form
- Receipt of a booking request does not constitute acceptance of the booking
- Confirmation must be received from the Council to constitute a booking
- The Council reserves the right to cancel or amend any room hire or hire of council facility provided that adequate notice has been given to the hirer
- Notice of cancellation by the hirer and any charges levied will be as agreed
- Booking periods must be stated on the application and must include any time needed to install or remove equipment
- Booking procedures will require prospective hirers to confirm the nature and reason of the event

Report on	Data Handling Policy (Access NI) Policy on the Recruitment of Ex-Offenders
Reporting Officer	Marissa Canavan, Director of Organisational Development
Contact Officer	Sinead McAleer

Is this report restricted for confidential business?	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	x

1.0	Purpose of Report
1.1	<p>To seek members approval for</p> <ul style="list-style-type: none"> • A Data Handling (Access NI) Policy for Mid Ulster District Council. • A Policy on the Recruitment of Ex-Offenders for Mid Ulster District Council.
2.0	Background
2.1	<p>Two policies/procedures for consideration:- Data Handling Policy (Access NI) and Policy on the Recruitment of Ex-Offenders</p> <p>Both are model templates and have been considered by the Human Resources Policy Working group and unions have been consulted.</p>
3.0	Main Report
3.1	<p>The aim of the Data Handling Policy (Access NI) is to ensure Mid Ulster District Council complies fully with Access NI's Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosure Applications and Disclosure Information & with its obligations under Data Protection Act 1998 & other relevant legislative requirements with regard to the safe handling, storage, retention and disposal of Disclosure Information.</p> <p>The aim of the Policy on the Recruitment of Ex-Offenders is to ensure Mid Ulster District Council undertakes to treat all applicants for positions fairly and not to discriminate unfairly or unlawfully against the subject of a Disclosure on the basis of conviction or other information received.</p>
	Other Considerations
4.1	<p><u>Financial & Human Resources Implications</u></p> <p>Financial: N/A Human: N/A</p>

4.2	<u>Equality and Good Relations Implications</u> N/A
4.3	<u>Risk Management Implications</u> N/A
5.0	Recommendation(s)
5.1	Members are asked to approve <ul style="list-style-type: none"> • Data Handling (Access NI) Policy for Mid Ulster District Council. • Policy on the Recruitment of Ex-Offenders for Mid Ulster District Council
6.0	Documents Attached & References
	Data Handling Policy (Access NI) Policy on the Recruitment of Ex-Offenders

DATA HANDLING POLICY(Access NI)

Safety & Security of Information

Document Control			
Policy / Procedure Owner (name, role & section)	Sinead McAleer, Corporate Learning & Development Manager, O.D. Directorate, Mid Ulster District Council		
Policy/ Procedure Author (name, role & section)	Sinead McAleer, Corporate Learning & Development Manager, O.D. Directorate, Mid Ulster District Council		
Version	v1.1		
Consultation	Senior Management Team	Yes	
	Trade Unions	Yes	
Equality Screened by		Date	
Equality Impact Assessment	Yes / No	Date	
Approved By	Policy & Resources Committee	Date	7/9/17
Adopted By	Council	Date	28/9/17
Review Date	September 2018	By Whom	
Circulation	Mid Ulster DC staff		
Document Linkages	Code of Procedures on Recruitment & Selection Data Protection Policy		

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1.0 INTRODUCTION

As an organisation using Access NI to help access the suitability of applicants for positions of trust, Mid Ulster District Council complies fully with Access NI's Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosure Applications and Disclosure information.

The Council also fully complies with obligations under the Data Protection Act 1998 and other relevant legislative requirements with regard to the safe handling, storage, retention and disposal of Disclosure Information.

2.0 STORAGE & ACCESS

Disclosure information is to be kept securely in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

3.0. HANDLING

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties.

Mid Ulster District Council shall maintain a record of all those to whom Disclosures or Disclosure information has been revealed. The Council recognises it is a criminal offence to pass this information to anyone who is not entitled to receive it.

4. USAGE

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

5.0 RETENTION

Once a recruitment (or other relevant appointment, regulatory) decision has been taken, the Council does not keep Disclosure information for any longer than is necessary. The Council shall comply with Access NI's Code of Practice requirement to ensure that all Disclosure certificates will be destroyed once a decision, recruitment or otherwise has been made and will be retained no longer than six months from the date of issue.

6.0 DISPOSAL

Once the retention period has elapsed, Mid Ulster District Council will ensure that any Disclosure information is immediately destroyed by secure means i.e. by shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any unsecured receptacle (e.g. waste-bin or confidential sack). The Council will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure or any other relevant non-conviction information supplied by police. However, despite the above, the Council may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the Access NI unique reference number of the Disclosure Certificate and the details of the recruitment decision.

7.0 MONITORING & REVIEW

This policy will be reviewed regularly by the Council and, if necessary, revised in consultation with recognised Trade Unions in light of changing legislation and Access NI's Code of Practice.

POLICY ON THE RECRUITMENT OF EX-OFFENDERS

Document Control			
Policy / Procedure Owner (name, role & section)	Sinead McAleer, Corporate Learning & Development Manager, O.D. Directorate, Mid Ulster District Council		
Policy/ Procedure Author (name, role & section)	Sinead McAleer, Corporate Learning & Development Manager, O.D. Directorate, Mid Ulster District Council		
Version	v1.1		
Consultation	Senior Management Team	Yes	
	Trade Unions	Yes	
Equality Screened by		Date	
Equality Impact Assessment	Yes / No	Date	
Approved By	Policy & Resources Committee	Date	7/9/17
Adopted By	Council	Date	28/9/17
Review Date	September 2018	By Whom	
Circulation	Mid Ulster DC staff		
Document Linkages	Code of Procedures on Recruitment & Selection Equal Opportunities Policy Data Handling (AccessNI) Policy		

	Child Protection Policy Safeguarding Adults Policy
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1.0 POLICY STATEMENT

Mid Ulster District Council complies fully with the Code of Practice, issued by the Department of Justice, in connection with the use of information provided to registered persons, their nominees and other recipients of information by Access NI under Part V of the Police Act 1997, for the purposes of assessing Applicant's suitability for employment purposes, voluntary positions and other relevant purposes.

Mid Ulster District Council undertakes to treat all applicants for positions fairly and not to discriminate unfairly or unlawfully against the subject of a Disclosure on the basis of conviction or other information revealed.

2.0 CONTEXT

This policy will be made available to all Disclosure applicants at the outset of the recruitment process.

3.0. AIMS & OBJECTIVES

Mid Ulster District Council is committed to equality of opportunity (see Council's separate Equal Opportunities Policy) to following practices, and to providing a service which is free from unfair and unlawful discrimination. The Council seeks to ensure that no applicant or member of staff is subject to less favourable treatment on the grounds of gender, marital status or family status, race*, colour, nationality, ethnic or national origins, age, sexual orientation, responsibilities for dependants, physical or mental disability, religious belief or political opinion, trade union membership or non-membership or criminal record**.

*The word race is to be understood, in line with the Race Relations (NI) Order, to include colour, race, nationality or ethnic or national origins.

**Criminal record will be seen in light of his/her overall application, ability to do the job and responsibility of an employer for the care of other employees and service users. Only offences relevant to the post in question will be considered.

4.0. GENERAL PRINCIPLES

Mid Ulster District Council actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcomes applications from a wide range of candidates, including those with criminal records. The selection process will be based on the required standard of skills, competencies, qualifications and experience as outlined in the essential and desirable criteria included in the person specification for the post.

5.0 ROLES & RESPONSIBILITIES

Mid Ulster District Council will request an AccessNI Disclosure only where this is

considered proportionate and relevant to the particular position. This will be based on a thorough risk assessment of that position and having considered the relevant legislation which determines whether or not a Standard or Enhanced Disclosure is required for the position. Where an AccessNI Disclosure is deemed necessary for a post or position, all applicants will be made aware at the initial recruitment stage that the position will be subject to a Disclosure check and that the Council will request the candidate recommended for appointment to undergo an appropriate AccessNI Disclosure check.

In line with the Rehabilitation of Offenders (Exceptions) (Northern Ireland) Order 1979 (as amended in 2014), Mid Ulster District Council will only ask about convictions which are defined as 'not protected' for the purposes of obtaining a Standard or Enhanced disclosure.

The Council undertakes to ensure an open, measured and documented discussion with the applicant on the subject of any offences and other matters that might be considered relevant for the position concerned e.g. the individual is applying for a driving job but has a criminal history of driving offences. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of the conditional offer of employment.

Mid Ulster District Council may also consider discussing with the applicant any matter revealed in a Disclosure Certificate, which is not relevant to the position. The Council is only able to discuss what is contained on a Disclosure Certificate, and not what may have been sent under separate cover by the Police, with the subject of that Disclosure before considering withdrawing a conditional offer of employment.

The Human Resources Department will ensure that all those in Mid Ulster District Council who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of Disclosure information. The Human Resources Department will also ensure that those staff have received appropriate guidance and training in the relevant legislation relating to employment of ex-offenders (e.g. Rehabilitation of Offenders (Northern Ireland) Order 1978).

The Human Resources Department will undertake to make every subject of an AccessNI Disclosure aware of the existence of the AccessNI's Code of Practice, and to make a copy available on request.

HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH MID ULSTER DISTRICT COUNCIL. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES OR OTHER INFORMATION CONTAINED ON A DISCLOSURE CERTIFICATE OR PROVIDED DIRECTLY TO COUNCIL BY THE POLICE.

6.0 Monitoring and Review

This policy will be reviewed regularly by the Council and, if necessary, revised in consultation with recognised Trade Unions in light of changing legislation and Access NI's Code of Practice.

Minutes of Meeting of Policy and Resources Committee of Mid Ulster District Council held on Thursday 5 October 2017 in the Council Offices, Ballyronan Road, Magherafelt

Members Present

Councillor Molloy, Chair

Councillors Ashton, Bateson, Buchanan, Cuddy, Doris, Elattar, Forde, Gildernew, Kearney, S McGuigan, McKinney, McLean, McPeake, Milne, M Quinn (7.38 pm), Totten

Officers in Attendance

Mr A Tohill, Chief Executive
Mrs Canavan, Director of Organisational Development
Mr Cassells, Director of Environment and Property
Mr Kelso, Director of Public Health and Infrastructure
Mrs Kerr, Head of Finance
Ms Mezza, Head of Communications
Mr Moffett, Head of Democratic Services
Mr O'Hagan, Head of ICT
Mrs Grogan, Committee Services Officer

The meeting commenced at 7 pm.

PR174/17 Apologies

Director of Finance.

PR175/17 Declaration of Interest

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

PR176/17 Chair's Business

The Chair, Councillor Molloy advised that he had received a request from Councillor Cuddy asking to address the committee.

Councillor Cuddy advised the committee that previously a charity in Edendork, which ran very successful car-boot sales, asked the Council for the use of one of their carparks to host events as they wished to move into Dungannon town. He said that this never materialised as there seemed to be obstacles in their way and they found an alternative site at Tesco's. He said that if another charity sought the use of another Council carpark to host such events in the future that this should be encouraged and taken on board as he was disappointed that this wasn't the case for Edendork as it generated huge crowds to the area. He said that this was an opportunity for a process to be put in place by the Council for such eventualities in the future.

Matters for Decision

PR177/17 Staff Engagement Survey

The Head of Communications drew attention to the previously circulated report to detail the proposals to undertake a staff engagement survey.

Proposed by Councillor Ashton
Seconded by Councillor S McGuigan

Resolved: That it be recommended to the Council to approve the Staff Engagement Survey.

Councillor Cuddy enquired if the Staff Engagement Survey would remain confidential.

The Head of Communications advised that the survey would only require the employee to name the Department in which the member of staff was located.

Councillor McLean advised that the outcome of the survey would be very important and wanted to know what Officers were doing to encourage staff participation as there was usually a very poor response rate in all these surveys. He said that if the council were serious about addressing issues then staff participation in the survey must be encouraged. He enquired if there was any incentive offered for staff who participate in the survey i.e. a prize or draw.

The Head of Communications stated that Heads of Service and Line Managers would be asked to encourage all staff within their departments to participate in the survey in an effort to maximise results.

The Chief Executive said that consideration was given to holding a raffle for staff participants i.e. iphone or ipad etc, but this would require the member of staff leaving their name and this could deter some from participating in the survey. He said that Officers had explored the possibility of departments with the highest number of responses per ratio receiving a good will gesture like breakfast or lunch being bought for them.

Councillor McLean felt that it was important to encourage staff participation in the survey.

PR178/17 Corporate Health Indicators

The Chief Executive drew attention to the previously circulated report to ask for consideration to be given to the introduction of Corporate Health Indicators for the Council.

Councillor McLean stated that it looked very impressive but like anything at the start people begin to analysis things. He referred to item 4 of the Corporate Health Indicators and stated that it would be beneficial to include an actual figure so that

some relevance can be accustomed to it. He said that this should be left to an Officer's discretion and wouldn't want this to be in any way misconstrued.

Councillor Cuddy agreed that it was important to keep it up to date and a very good idea.

Proposed by Councillor McLean
Seconded by Councillor S McGuigan and

Resolved: That it be recommended to the Council to approve the draft Corporate Health Indicators.

PR179/17 External Signage: Boundary Gateway & Leisure Facilities

The Head of Communications drew attention to the previously circulated report which showed draft designs for Mid Ulster boundary or 'Gateway' signs and for the Council's main leisure facilities, as part of the Council's brand implementation process.

Councillor Cuddy said that he was still disappointed that there were still some minority languages not taken on board and looking through the minutes that this had not been subject to equality and good relations assessment. He said that he had no issue with the Irish language being put on signage but that ratepayers in the district may have an issue. He said that he didn't see anything that he aligns himself to and that the people that he represents felt pushed out and that their views should also be taken on board.

Councillor McPeake advised that the policy had already been through an equality impact assessment and that each element of the policy's implementation did not therefore need to be individually assessed.

Councillor Cuddy felt that the onus was on the Council to try and find a better way as all ratepayers should be classed as equal.

The Chair advised that the Policy had already been adopted.

Councillor Cuddy stated that he understood that it was and asked if it was possible to receive a copy of the equality impact assessment.

Councillor Gildernew said that the gateway signs were a good idea as long as it didn't impact on town and signage.

The Head of Communications confirmed that only boundary signage was being considered and town and village signage would be considered separately.

Councillor McKinney stated that some villages doesn't want these signs erected and in some areas would not be accepted and that this issue needed sorted.

Proposed by Councillor S McGuigan
Seconded by Councillor Gildernew

To accept the recommendation to approve the recommendation.

Proposed by Councillor McKinney
Seconded by Councillor McLean

To refuse the recommendation for approval.

The recommendation being put to the vote:

8 FOR
6 AGAINST

Resolved: That it be recommended to the Council to approve the draft designs and in the base of the boundary signage that the design with the Council's logo at the bottom of the sign be approved.

PR180/17 Maintenance of Unadopted Roads Policy

The Director of Environment & Property drew attention to the previously circulated report to consider the adoption of a Policy in relation to the Maintenance of Unadopted Roads.

Councillor Cuddy referred to the issue of Curran's Terrace and advised that he had been approached by residents as this issue had been ongoing for a long period of time and enquired if the matter of Curran's Terrace had come forward at this stage would it now be passed.

The Director of Environment & Property advised that the matter of Curran's Terrace would fall under the criteria of category D and stated that extension discussions had taken place for maintenance liabilities and roads in disrepair. He said that the Council had already made their decision.

Councillor McPeake enquired if the new Policy would take into consideration pathways.

The Director of Environment & Property advised that anything to do with the carriageway would be taken on board and this would include pathways.

Councillor Bateson enquired if the residents were in a position to make funding towards works would this be considered within the Policy.

The Director of Environment & Property advised that the Policy itself wouldn't take into consideration financial implications and that financial matters would come into the stage when the Policy & Resources Committee considers exercising its General Power of Competence in relation to a successful application.

Councillor Cuddy enquired if an application was received for a footpath could this be considered.

The Director of Environment & Property advised that the application would have to be made for the whole road which includes both the carriageway and the footway.

Councillor McPeake advised that a small development should have a bond attached as a guarantee in case a developer goes to the wall. He said in this instance, the developer hadn't a bond in place and now there is an unfortunate mess left behind.

The Director of Environment & Property said that each application should be considered on their own merits and wasn't convinced that the Council should be picking up the obligations for other statutory agencies.

In response to Councillor McGuigan's query, the Director of Environment & Property stated that if land was privately owned then this wouldn't comply with the criteria of the Policy and that each case has to be measured on its own merits and each development having a bond attached in the case of such eventualities.

In response to Councillor Bateson's query, the Director of Environment & Property advised that the Council would be bringing the issue forward to try and reach a favourable outcome.

Councillor McLean said that it would be good if used properly and that he listened to all comments tonight and felt if there were any issues that this would be passed anyway by Sinn Féin.

Councillor McKinney enquired if the applications already made were processed yet.

The Director of Environment & Property advised that the applications would be processed once the Policy was approved by Council.

In response to concerns by Councillor Cuddy, the Director of Environment & Property advised that a lot of applications had already been accessed and once the Policy was approved that they would be reassessed.

Proposed by Councillor Bateson
Seconded by Councillor S McGuigan and

Resolved: That it be recommended to the Council to approve the Maintenance of Unadopted Roads Policy.

Matters for Information

PR181/17 Minutes of Policy and Resources Committee held on Thursday 7 September 2017

Members noted minutes of Policy and Resources Committee held on Thursday 7 September 2017.

PR182/17 Planning System Replacement

Members noted previously circulated report to inform Council on the progress to date regarding the replacement of the Planning Portal system.

PR183/17 Annual Progress Report on 2016/17 Corporate Improvement Plan

Members noted previously circulated report to inform members on progress made towards delivery of the 2016/17 Corporate Improvement Plan.

PR184/17 Members Services

No Issues.

Local Government (NI) Act 2014 – Confidential Business

Proposed by Councillor Gildernew
Seconded by Councillor S McGuigan

Resolved In accordance with Section 42, Part 1 of Schedule 6 of the Local Government Act (NI) 2014 that Members of the public be asked to withdraw from the meeting whilst Members consider items PR185/17 to PR193/17.

Matters for Decision

PR185/17 Leisure Services Information Management Systems
PR186/17 Rate Support Grant Judicial Review Update
PR187/17 Staffing Matters for Decision
PR188/17 Award of Occupational Health Service

Matters for Information

PR189/17 Confidential Minutes of Policy and Resources Committee held on Thursday 7 September 2017
PR190/17 Staffing Matters for Information
PR191/17 Managing Attendance Report – 1 April to 31 August 2017
PR192/17 Contracts and DAC
PR193/17 Financial Report for 5 months ended 31 August 2017

PR194/17 Duration of Meeting

The meeting was called for 7 pm and ended at 7.55 pm.

CHAIR _____

DATE _____

Report	Performance Improvement Plan: Progress Update 2017-18
Reporting Officer	P Moffett, Head of Democratic Services
Contact Officer	L Jenkins, Performance & Quality Officer

Is this report restricted for confidential business?	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	X

1.0	Purpose of Report
1.1	<p>The report provides:</p> <p>(i) Monitoring information on the review of performance against our 7 statutory and 3 corporate performance improvement indicators and standards for the six month period April to September 2017.</p> <p>(ii) Progress summary against the Council's four corporate improvement projects.</p> <p>The indicators and standards as well as the 4 improvement projects are contained within our Performance Improvement Plan 2017/18 to 2018/19.</p>
2.0	Background
	<p>Council Discharging Duties under the Local Government Act (NI) 2014</p> <p>2.1 Part 12 of Local Government Act (NI) 2014 places a General Duty of Improvement on the council to <i>"must make arrangements to secure continuous improvement in the exercise of its functions"</i>. The council must consult upon and publish an annual Performance Improvement Plan by 30th June each year, setting out how it aims to make arrangements to secure improvements in "exercise of its functions".</p> <p>2.2 The Council's four improvement objectives for 2017-18 and 2018-19 were published in June 2017. Each improvement objective is aligned with an improvement project. Each project is under the direction of senior responsible officer (Director), and contains priority improvement activities for the next 2 years. There are 48 improvement activities across all four projects. Appendix One to this report provides details of our six month progress (Q1 and Q2) in delivering the Improvement Objectives (and aligned projects), contained within our Performance Improvement Plan 2017/18 and 2018/2019.</p> <p>2.3 The Improvement Projects/associated activities included in the Performance Improvement Plan for 2017-18 and 2018-19 are:</p> <ol style="list-style-type: none"> 1) To assist in the Growth of the Economy by increasing the number of visitors to our district - (14 improvement activities). 2) To help manage our waste and environment by reducing the amount of waste going to landfill - (8 improvement activities).

	<p>3) To improve the accessibility of our services by increasing the number available online - (18 improvement activities).</p> <p>4) To support people to adopt healthier lifestyles by increasing the usage of Council Recreational Facilities (8 improvement activities).</p> <p>Statutory & Corporate Performance Improvement Indicators/Standards.</p>
2.4	<p>Local Government (Performance Indicators and Standards) Order (NI) 2015 has specified indicators and standards for Mid Ulster District Council on Economic Development, Planning and Waste Management. They were set by the former Department of the Environment (now Department for Communities), on which to report annually, as part of the improvement arrangements for district councils, (hereafter referred to as statutory “<i>set for us</i>” performance measures). The aim of the performance measures is to promote the improvement of service delivery for the functions specified.</p>
2.5	<p>Council has identified three self-imposed performance improvement indicators and standards for 2017/18 (hereafter referred to as “<i>set by us</i>” performance measures) and these form an integral part of our Performance Improvement Plan 2017/18 and 2018/19. Taken together all ten measures will be known as our Corporate Performance Improvement Indicators and these form part of our day to day business and act as a barometer of how the Council is improving Corporately.</p>
3.0	Main Report
	<p>Monitoring & Reporting on the Statutory & Corporate Performance Indicators</p>
3.1	<p>The Statutory and Corporate Improvement Indicator Report for the first six months of 2017/18, gives an overview of progress in relation to managing and monitoring Mid Ulster Council’s Corporate Improvement Performance Indicators (refer to Appendix Two). Some of the data which form the statutory “<i>set for us</i>” indicators are reliant on third party information being supplied to respective Council departments, and so some services are unable to report on actual performance for Q2 (refer to Appendix Two for further detail)</p>
3.2	<p>The management of Mid Ulster’s District Council’s 10 Corporate Performance Improvement Indicators is a mechanism within the Council’s Performance and Improvement Framework. Moving forward, every six months, information relating to the 10 indicators will be updated to provide:</p> <ul style="list-style-type: none"> • Performance against target, assessment, action plan, & trend analysis. • Reporting & management accountabilities. • A direction of travel utilising symbols to show whether there is improvement, no change or a failing in a performance indicator compared to last period. • Results against targets are assessed using a red, amber, green (RAG reporting) status; this shows whether performance is on or exceeds target (green), whether it is close to target (amber), or failing (red), blue signifies the action is completed, and purple indicates that information is not yet available. • Links to the corporate plan

3.3	<p>Activity of all 10 Performance Improvement PI's, at Senior management Team, will be closely monitored, as part of the overall information to ensure Council responds appropriately to changing levels of demand/performance.</p> <p>A summary of 10 Corporate Performance Improvement Indicators at end of Q2 2017/18 is outlined below:</p> <ul style="list-style-type: none"> a) 3 indicators are reported as on target - Green b) 1 indicator is close to target - Amber c) 2 Indicators are falling short of the pre-defined standard - Red d) 4 indicators are currently awaiting data to be supplied in Q2 (primarily supplied by government departments) <p>Monitoring and Reporting the Corporate Improvement Plan Projects</p> <p>Under the Council's four improvement objectives, 48 priority actions/measures have been identified (Appendix One has full detail), in which measureable improvement should be demonstrated in 2017/18. 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 and members.</p> <p>The Corporate Improvement Projects report is divided into four sections. Each section concentrates on reporting the progress against each improvement project. It explains how each activity or measure in the project has progressed (commentary section), highlights the delivery dates, expected outcomes and the success measures (level of service); as well as the current quarter's status (through RAG reporting).</p> <p>Summary of Q2 Corporate Improvement Projects Progress</p> <p>A summary of the Corporate Improvement Plan Projects' activity for Q2 is outlined below. The number of actions being monitored for improvement in year is 48.</p> <ul style="list-style-type: none"> a) 31 actions are on target b) 11 actions are trending away from target c) 3 actions has been completed d) 0 actions have missed their target e) 2 actions are awaiting data from government depts. f) 1 not due to have started <p>Evaluation - Sixth Month Progress of the Four Improvement Projects 2017/18</p> <p>To provide an assessment on progress and an informed judgement, the following assessments have been made based on information from services (Table 1: Evaluation Descriptors). Improvement objectives assessed as "Excellent" or "Good" are not a cause for concern. Areas assessed as "acceptable" will require a watching brief, while any areas evaluated as "improvement required" require attention.</p>
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Table 1: Evaluation Descriptors

Status	Evaluated as	Explanation
Green	Excellent	All actions and measures are on track
Amber	Good	Actions and Measures are mostly on track, several 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 mostly falling short of planned targets

Table 2: Evaluation of progress in Q2.

	Q1 Apr – Jun	Q2 Jul - Aug
Improvement Project	Overall Evaluation for Improvement Project One	
1) CIP 1 - To assist in the growth of the local economy by increasing the number of visitors to our district.		
Improvement Project	Overall Evaluation for Improvement Project Two	
2) CIP 2 – To help manage our waste and environment by reducing the amount of waste going to landfill		
Improvement Project	Overall Evaluation for Improvement Project Three	
3) CIP 3 – To improve the accessibility of our services by increasing the number available online		
Improvement Project	Overall Evaluation for Improvement Project Four	
4) CIP 4 – To support people to adopt healthier lifestyles by increasing the usage of Council recreational facilities.		

4.0 Other Considerations**4.1 Financial & Human Resources Implications**

Data quality contained within the Six Month Performance Improvement Progress Report is provisional, as unaudited “data” and is characterised as management information. All in-year results may be subject to later revision.

4.2	<u>Equality and Good Relations Implications</u> NA
4.3	<u>Risk Management Implications</u> NA
5.0	Recommendation(s)
5.1	<p>That members review the performance achieved and assess progress and performance against the standards/targets and provide commentary as necessary.</p> <p>That members further identify and explore any areas of underperformance or concern, to seek assurance from those responsible for future activity where concluded that performance needs to improve.</p>
6.0	Documents Attached & References
6.1	<p>Appendix One: Corporate Improvement Projects 2017/18: Q1 & Q2 Six Month Progress Update</p> <p>Appendix Two: Mid Ulster DC Performance Improvement Plan 2017 to 2019 Statutory & Corporate Performance Improvement Indicators - Six Month Progress Report 2017/18</p>

Appendix 1

Corporate Improvement Projects 2017-18 Quarter One & Quarter Two Six Month Progress Update

Mid Ulster District Council's Corporate Improvement Projects for 2017-18 and 2018-19

- Project One (A Mc Creesh): ***To assist the growth of the local economy by increasing the number of visitors to our district*** –Links to Economic Growth & Sustaining Our Economy
- Project Two (A Cassells): ***To help manage our waste and environment by reducing the amount of waste going to landfill*** –Links to Infrastructure & Delivering for Our People
- Project Three (JJ Tohill): ***To improve the accessibility of our services by increasing the number available online*** - Links to Health & Wellbeing & Delivering for Our People
- Project Four (AM Campbell): ***To support people to adopt healthier lifestyles by increasing the usage of Council recreational facilities*** – Links to Health and Wellbeing & Delivering for Our People

Key: Improvement Activity Status Colours and Descriptors

Green	Signifies everything is on track in terms of activity, deliverables, scope, budget, & timeframe. Performance is moving in the right direction.
Amber	Signifies performance is moving away from target, some items may need corrective action, are still within tolerance.
Red:	Signifies there is a problem shift in the wrong direction, which requires response from senior management.
Grey:	Not due to have started
Blue	Signifies PI, target, outcome achieved/completed
Purple:	Information not available

CIP 1: To assist in the Growth of the Economy by increasing the number of visitors to our district - (Adrian Mc Creesh).

Action Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017-2019	Comments
				Q1	Q2	Q3	Q4		
CIP1/A001	Performance and Quality Framework developed for all Visitor Information Centres (VIC's): -(i) Audit baseline figures all visitors VIC's, develop associated Performance Management Framework, (ii) prepare improvement action plan for all current & prospective VIC's (iii) attain TNI minimum standards by 2020 all VIC centres, provision1 more VIC SHHP to standard subject funding , (iv)achieve 90% satisfaction rate Mystery Shopping events at all current VIC's 2017/18.	(i) Audit Complete & (ii) Improvement Action Plan complete. (iii) TNI min standards achieved (iv) 90% Mystery Shopping satis	31/10/2017 31/03/18 31/03/19 Annually					01/0417 - 31/03/19 Enhance and extend visitor information offering	Internal Audit template designed to be completed by October 2017, one to one meetings with the managers have taken place. Met with Visit Derry who are taking a people first approach (3)Formalised Stat sheet designed with the installation of Electronic Eyes in all VIC's. The second Quarterly VIC staff meeting has taken place, the next meeting is scheduled for 15th November 2017. The VIC Audit has been designed and information from the study will create the Action Plan. Audit to be completed by October 2017. Mystery shoppers currently visiting all VIC's between June - September 2017, evidence from these will support the audit and feed into the action plan .
CIP1/A002	Achieve World Host Status (WHS) for Clogher Valley & Cookstown by 2021 :(25% of local Clogher Valley businesses achieve WHS) by 2019 & Cookstown by 2021 and 2 MUDC staff qualify as WH trainers &	(i) Clogher Valley World Host Status & (ii) Cookstown World Host Status	(i) 31/03/19. (ii) 31/03/21					01/04/17 - 31/03/21 Successfully achieving WorldHost Recognition.	Two Tourism Development Officers have successfully completed training and are licenced WorldHost Facilitators

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017- 2019	Comments
				Q1	Q2	Q3	Q4		
CIP1/ A003	"Digital First" - Digital Tourism Strategy in place by June 2017: Useable Trade Hub & Customer Facing Website in place	Digital Strategy Complete. Percentage of MUDC Tourism businesses accessing & utilising hub	June 2017 60% by March 2018					01/06/17 - 31/03/18 Positive feedback from the trade and public that are using the hub. (2) 60% of all MUDC tourism businesses accessing and utilising the Industry Hub March 2018. Identify Industry Digital Needs and develop and deliver training.	(1) Industry Hub to be completed and live by Oct. (2) Due to extra work to be carried out by contractor the Digital strategy will be completed Oct 2017
CIP1/ A004	Appoint External consultancy to undertake audit of customer experience journeys: at all MUDC Heritage, Culture/Arts/Visitor attractions & Tourism Related facilities.	No. of Completed Customer Experience Audits of MUDC Heritage, Culture, Arts, Visitor Attractions & Tourism Related Facilities by	March 2019 – in all 17 Audits completed:- Ranfurly, SHHP, Burnavon, TullyHogue Fort, & MUDC Leisure Centres, Dungannon Park Round Lake, Maghera Walled Garden, Davagh Forest, Manor Park, Lough Fea					01/07/17 - 31/03/19 Increased understanding of customer experiences, customer journeys and customer offerings.	1) Project meeting has taken place to discuss the audit. Officers asked to complete a tender specification to appoint a consultant to complete the audit. (2) awaiting budget confirmation to progress in 2018/19 (3) This action is being aligned to the recommendations as per MUDC's Culture and Arts Strategy

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017- 2019	Comments
				Q1	Q2	Q3	Q4		
CIP1/ A005	Develop Visitor Experience & Customer Journeys Improvement Plans: for Council's Heritage, Culture & Arts facilities, Visitor attractions and Tourism related facilities by March 2018	SMART Visitor Experience & Customer Journeys action Plan developed	March 2018					01/04/17 - 31/03/18 Focused and innovative facilities and products	(1) To be progressed upon confirmation of funding within 2018-2019 budget.
CIP1/ A006	Heart of Ancient Ulster Phase 1 - 2: - Landscape Plans developed by 11/18. Submit stage 2 application fund Heritage Lottery Fund (Develop projects in conjunction with Mid Ulster Heritage Cluster); set and agree targets for Mid Ulster Council (Nov 18) & 2 New Officers in place by 08/17	Application, associated plans & targets for stage 2 HLF Officers recruited	By November 2018. August 2017					01/04/17 - 30/11/18 To develop and submit a stage 2 application to HLF by November 2018 To set and agree targets for Mid Ulster Council by Nov 2018 under the Landscape HLF programme	Received letter to proceed and staff appointed. Working up stage 2 application

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017- 2019	Comments
				Q1	Q2	Q3	Q4		
CIP1/ A007	Complete Phase 2 of US Grants to achieve 4/5 star TNI grading by 31 March 2019: - source funding complete project for access & external signage & review & upgrade white/brown signage by March 2018 & undertake TNI grading on site Dec 2018. Site to be included on Ulster Ireland International Appalachian (IAT) Trail March 2019	US Grants TNI Grade Funding sourced & Signage audited TNI grading achieved. IAT inclusion for International Market Site to be included on the Ulster Ireland International Appalachian Trail Increase Visitor no.s to US Grants	31/03/2019 . 4/5 grading by 31/03/18. 31/03/19 2000 by 2020					01/04/17 - 31/03/19 Enhance and extend visitor information offering	(1) Funding to be sourced for Phase 2 Development at USG including upgrading white on brown road signage .
CIP1/ A008	Launch the upgraded Carleton Trail by Sept. 17: increase out of district visitors to trail by 10% p.a. and launch Carleton Trail Self Guiding App. by March 2018 & establish 1 literary event p.a. around Carleton	Upgraded Carleton Trail Launch. Carleton Trail App Establish no. of Carleton Literary Event	30/09/2017 30/04/18 One event by 31/03/19					01/04/17 - 31/03/19 To increase out of district visitors using the Carleton Trail by 10% per year.	(1) Carleton Trail will be completed and launched at Carleton Summer School in September 2017 (2) The Carleton Trail was launched on Friday 15 September 2017 alongside the opening of the Carleton Summer School 2017 which took place from 15-17 September 2017.

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017- 2019	Comments
				Q1	Q2	Q3	Q4		
CIP1/ A009	Deliver 20 Corporate Strategic Events p.a. to 2019 attracting an increase of 5% attendance figures on 2016.17 (attendance fig 16.17 were 95,100)	Deliver No. of Corporate Strategic Events. Increase annually attendance figures at Annual Corporate events to 2019	20 p.a. Over 2 years Attendance figures achieved by March 2019 of 99,855 (cumulative)					01/04/17 - 31/03/19 Attract and grow hallmark events, thereby raising the profile of the area and bringing economic benefits to the district.	The following Corporate events were delivered during Q2. Lumarina 18th-20th Aug. which has grown in number each year, attracted 4,000 visitors. Picnic in the Park a one day event held on 28th Aug. which attracted 2,500 visitors, numbers were down of the previous year due to inclement weather. Walled Garden Maghera held in Maghera on 26th August which attracted 4,000, event was at capacity in its current format.
CIP1/ A010	Extend Trade Participation at at major trade and consumer promotions: - World Travel Market (WTM) - new no.s in attendance & reporting on new sales & Balmoral Show, upskill trade & staff through Learning & Development (L & D sales & promotion), extra space booked at shows	No of new trade participants at WTM show. No. of trade & staff upskilled in sales & promotion Purchase additional space at Pavilion Balmoral Show and Inside Desk WTM	3 20 upskilled by March 2018 By 31/03/19					01/04/17 - 31/03/19 Widen & enhance the commercial tourism skills both in the private sector and MUDC staff. Purchase extra space and shows to accommodate tourism businesses Three new business participating in WTM and reporting on new sales	Training needs analysis completed online Sept 17 with 40 businesses responding. Staff and Business Engagement Plan developed focussing on Networking, Funding, Packaging, Communication and Sales skills for 17/18 and 1st training for staff in Facilitation Skills delivered 04/09/17. 5 further training / networking events planned to 2/18 plus working co-operatively with Econ Dev and highlighting Business/Social Media Breakfast events to tourism trade. Staff & trade have attended 5 consumer shows in NI, ROI and Scotland.

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017-2019	Comments
				Q1	Q2	Q3	Q4		
CIP1/A011	Generate Support for 5 Tourism Clusters via Tourism Development Group: - Clusters are: (1) Seamus Heaney, (2) Outdoor Rec., (3) Events, (4) Archaeology Culture & Heritage, (5) Good Food & develop Communications and engagement plans with agencies, stakeholders and residents	No. of Cluster group meetings p.a. Each meeting achieves % attendance rate No. of Cluster Group 1 yr. Action plans in place. No. of Comms.& Engagement plans developed	6 meetings – 70% attendance rate. 1 Comms & Engagement Action Plan by March 2018 2 residents Comms. plans by Mar18					01/04/17 - 31/03/19 6 meetings held and report to 6 TDG meetings each year. Plan developed, resourced and delivered by March 2018.	All cluster meetings progressing as planned through September and October 17.
CIP1/A012	Lead the Dark Skies Devagh Forest Project: DAERA invite MUDC to complete application and submit economic appraisal, amend Business case & economic appraisal by June 2017. Watching brief of Observatory Planning Approval maintained in relation to the re-instatement of additional blanket bog. Develop tender spec for Design Consultant "Interpretation Dark Skies Observatory" Establish Dark Skies within the Heritage cluster to ensure action plan progresses and develop tender spec. for consultant to attain (a) Dark Skies Status and (b) a Management Plan for Davagh Forest	1. Application to funders DAERA 2. Observatory Planning Material Approval watching brief for re-instatement to blanket bog Develop tender spec for consultant "Interpretation of Dark Skies Observatory". Dark Skies Action Plan established within Heritage Cluster Develop tender spec for consultant to attain (a) Dark Skied status (b) Management Plan Davagh Forest Park.	June 2017 TBC March 2018					01/05/17 - 31/03/19 Develop and deliver a unique and outstanding tourism proposition for Mid Ulster that spans over the Heritage and Outdoor Hubs themes.	(1) Plans and EA being updated regarding re advise received from DEARA (2) DEARA put out call for applications for the end of Nov 2017.

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017- 2019	Comments
				Q1	Q2	Q3	Q4		
CIP1/ A013	Achieve 4 and 5 star TNI visitor attraction grading (Phase 1) for 3 MUDC venues: Seamus Heaney HomePlace , Burnavon, Ranfurly House and Hill of the O'Neill by 2019	<p>Achieve Visitor Attraction Grading HomePlace</p> <p>Achieve Visitor Attraction Grading Burnavon.</p> <p>Achieve Visitor Attraction Grading Ranfurly Hill of the O'Neill.</p>	<p>March 2019</p> <p>March 2019</p> <p>March 201</p>					<p>01/04/17 – 31/03/19</p> <p>Achieve an exceptional or outstanding rating that will be measured by Tourism NI under their rating system at all locations by September 2018.</p>	<p>(1) Meeting held at SHHP -site visit carried out and Actions established to achieve 5*star status.</p> <p>(2)WorldHost Principles of Customer Service training arranged of staff on 14th November 2017.</p> <p>(3) Meeting held with Joanne Robinson HOTH &RH on 25th September 2017, and actions agreed. Awaiting funding opportunity from Tourism NI to progress.</p>
CIP1/ A014	Design, deliver and launch Seamus Heaney Home Ground Trails Project	Trails developed and operational by	01/09/2018					<p>01/06/17 - 01/09/18</p> <p>Enhance and develop the customer/visitor experience delivered through the Seamus Heaney HomePlace facility in Bellaghy.</p>	<p>Update report submitted to HLF for their review detailing current position with Seamus Heaney Living Past project. Currently awaiting confirmation from DfI if Magherafelt town centre project has green light to proceed. LPS engaged to provide valuations of lands to be leased/acquired as part of the project. Further meetings with Transport NI required on site at both Forge location and St Marys Church/Bellay locations to clarify and discuss Transport NI Conditions.</p>

CIP 2: To help manage our waste and environment by reducing the amount of waste going to landfill-(Andrew Cassells).

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017-2019	Comments
				Q1	Q2	Q3	Q4		
CIP2/M001	Recycle/Compost at least 51% of household waste by (1) Processing additional residual waste by diverting waste from landfill and extracting more recyclates (2) Diverting residual waste to other waste streams	(1) Quarterly WDF returns to NIEA (2) Quarterly reports to Environment Committee	(1) 51% of household waste recycled (2) Approx. 38,000 tonnes					01/04/17 – 31/03/18 (1) Recycling is more sustainable than landfill. . (2) The overall cost of recycling is lower than landfill and creates greater economic benefits.	58.32% or 11,443 tonnes recycled Target exceeded (more than 50%) during Q1. Awaiting Q2 figures expected 30/11/17
CIP2/M002	Restrict the amount of household waste landfilled as a percentage of total amount to no more than 35% (26,514 tonnes based on 2016/2017 tonnages)	(1) Quarterly WDF returns to NIEA (2) Quarterly reports to Environment Committee	(1) No more than 35% of household waste landfilled. (2) Approx. 26,000 tonnes					01/04/17 – 31/03/18 Demonstrates the Council's commitment to Sustainable Development and the Circular Economy.	34.56% or 5,741 tonnes landfilled 13.1% of 2017/2018 NILAS allowance utilisedTarget exceeded (less than 35%) during Q1. Awaiting Q2 figures expected 30/11/17

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017 -2019	Comments
				Q1	Q2	Q3	Q4		
CIP2/A003	Relaunch the brown bin scheme to increase the amount of food waste collected for composting through Education & Awareness Campaigns including the provision of information to all households and on vehicle advertising Key Actions: Promote Food Waste in Brown Bins on a District wide basis (2) Procure and implement vehicular advertising panels on RCV's (3) Intensive PR and Communications Plan	(1) Distribution of 'Recycling to the Max' information packs to all residents across the District. (2) Installation of new Food Waste Livery on RCV's (3) Promotional literature and free compostable caddy liners were issued to residents	(1) 54,000 No of recycling packs distributed during the months of Apr - Sept (2) Food waste livery placed on 18 No. RCV's					01/04/17 – 31/03/18 Demonstrates the Council's commitment to Sustainable Development and the Circular Economy	In excess of 54,000 Recycling Packs distributed thus far (2) New Food Waste Livery installed on 18 No. Refuse Vehicles during. Funding application submitted to WRAP/DAERA to support Phase 2 of the Food Waste Communication (3) Appropriate photo-calls, interviews, updates on website and Council magazine features to highlight the campaign was also undertaken Note: Q1: Appx 10% reduction in waste collected in black bins with a corresponding increase in material collected in Brown Bins. Second strand of the Waste Compositional Analysis underway
CIP2/A004	Close Magheraglass Landfill Site (and to award the contract for the final capping of the site) Key Actions: (1) Implement closure plan (2) Procure and deliver final phase of capping (4th)	(1) Cease landfilling operations and utilise the site for transfer facilities only (acceptance of black, blue and brown bin waste collected in the Cookstown area) (2) Procure and deliver a final capping contract	(1) Landfilling operations to cease in May 2017 (2) Capping contract to be delivered during 2018/19					01/06/17 – 31/03/18 Demonstrates the Council's commitment to Environmental Regeneration, Sustainable Development and the Circular Economy	During Q1 - Site Closed on 20th May 2017 and Work ongoing on the re-grading of the site in advance of the capping contract (2) Report to Environment Committee on 13th June 2017 and Contract documents being prepared.

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017-2019	Comments
				Q1	Q2	Q3	Q4		
CIP2/A005	Close/Mothball Tullyvar Landfill Site Key Actions: (1) Undertake NI Wide Landfill Capacity study to inform the decision making process	Remaining Void Capacity in existing Cell	Zero Void by September 2018					01/04/17 - 30/06/2018 Demonstrates the Council's commitment to Environmental Regeneration, Sustainable Development and the Circular Economy.	Landfill Capacity study commissioned with result due back by end of October 2017. Phase III Interim Capping contract awarded. Report to Committee in September. Works due to commence in October. Proposed to retain remaining void for MUDC only after 31 March 2018. Landfill Capacity Report completed. Under review by Working Group.
CIP2/A006	Construct a Waste Transfer Station at Drumcoo Recycling Centre, Dungannon in preparation for the closure of Tullyvar Landfill Site Key Actions: (1) Secure Planning (2) Engage design consultants and procure contractor to deliver project	(1) Acquisition of planning approval for the facility (2) Award contract for construction of the waste transfer station	(1) Planning approval to be secured during Q1 (2) Select list of contractors to be appointed during Q2 (3) Construction contract to be awarded during Q3 .					01/04/17 - 30/06/2018 Demonstrates the Council's commitment to a more Sustainable Waste Collection Service by reducing vehicle mileage and by bulking waste close to its source.	(1) Planning approval for facility agreed at Mid Ulster Council Planning Committee on 4th July. Tender Report to be submitted to Committee in November (2) List of 6 No. contractors selected to tender for construction of facility on 5th September (3) Invitation to tender issued on 12th September (closing date for tenders 25th October)

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017-2019	Comments
				Q1	Q2	Q3	Q4		
CIP2/A007	To deliver the annual Recycling Awareness Communications Plan to local schools/communities Key Actions: (1) Develop Communications Plan	(1) New contract awarded residual waste treatment (2) New contract awarded for bio waste (3) New contract awarded for mixed dry recyclables processing	(1) Award residual waste contract during Q4 (2) Award new bio waste contract during Q2 (3) Award new mixed dry recyclable contract during Q3					01/04/17 - 31/03/2018 Demonstrates the Council's commitment to more sustainable waste treatment by utilising third party processes and contracts to increase recycling rates	(1) New bio waste contractual arrangements approved at Environment Committee meeting on 3rd July (to take effect on 1st Jan 18. MDR Tender Evaluation scheduled (2) New mixed dry recyclables contract advertised (in conjunction with NWRWMG) w/c 11th September (closing date 20th October 2017) Note that both these procurement exercises were carried out jointly with Derry City & Strabane DC, Causeway & the Glens BC and in the case of MDR also Fermanagh & Omagh DC. (3) Residual Waste Contract: Contract Documents currently being prepared Q1. Residual Waste Contract due to be advertised by December 2017
CIP2/A008	To deliver the annual Recycling Awareness Communications Plan to local schools/communities Key Actions: (1) Develop Communications Plan	(1) Number of visits to schools, community groups etc. (2) Number of "themed" promotional weeks supported (3) Number of competitions organised	(1) As per Recycling & Environmental Annual Communication Plan					01/04/17 - 31/03/2018 Heightens the awareness of schools and communities to the environmental & economic benefits of landfill diversion & recycling & the ongoing contribution to a circular economy.	(1) Eco Speak Competition held 27th April .Recycle Week - 25th September. Report to Committee in November (2) Compost Awareness Week 8th to 12th May (3) WEEE Recycling Competition 1st to 8th July (4) Clogher Valley Show stand 26th July

CIP 3: To improve the accessibility of our services by increasing the number available online - (JJ Tohill).

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017-2019	Comments
				Q1	Q2	Q3	Q4		
CIP3/A001	Complete scoping exercise in order to develop project plan : (1) Lead Officer with small task team undertake a scoping exercise based on four broad principles, namely: Challenge: Why, how and by whom the service is currently provided Compare – our performance with that of other local Councils providing a similar service. Consult – with staff , service users and other stakeholders	(1) Scoping exercise completed	(1) CIP3 Smart Action Plan 2017-2018 agreed by May 2017					01/04/17 – 31/05/17 Route map designed to achieve objective	Action plan developed
CIP3/A002	Milestone: Undertake an analysis/examination of good/next practice of online services and then complete a review and an assessment of Council's online service provision. Lead Officer with small task team to conduct and research a good/next practice benchmark exercise in relation to online service provision/offerings: 1. Industry standards, channel shift, accessibility, navigation Review of other digital standards/plans/strategies 3. Potential initial additional online capabilities	Research findings and recommendations paper on good/next practice with recommendations for service improvement completed by Aug 2017	Good/Next Practice Findings Report with recommendations for service improvement completed by August 2017					01/05/17 – 31/08/17 To define designing online services and systems around customers rather than ourselves	Desktop reserach has been undertaken cross referencing with like public sector orgbaisations/public authorities with responsibility for provision of Direct Services to customers by viewing and navigating through websites/online outlets and comparing with existing arrangements, developed folloiwng transition. Activity to be undertaken, has fallen short of planned completion, but action will be undertaken to produce good practice findings and a recommendatsions report by end Oct 2017.

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017- 2019	Comments
				Q1	Q2	Q3	Q4		
CIP3/ A003	<p>Undertake an analysis/examination of good/next practice of online services and then complete a review and an assessment of Council's online service provision.Lead Officer with small task team conduct an assessment of current online provision:Navigation Accessibility Current Council analytic websie provision. Website site map and its contract Permission levels admin. rights/web authors,Marketing/PR associated with Council's online service provison, Technical capailities. Accessibility issues (section 75) –</p> <p>Review of compliance with legislation, Data Protection, information security, good practice in data quality, payments financial aspects of online transactions, Equality, Information Comissioner compliance.</p> <p>Review of best practice in relation to CIP3/A002 and identify gaps</p>	Review and findings report on current online service provision with appraised options developed	Current Online Service Provision Report with options for service improvement completed by October 2017					<p>01/05/17 – 30/10/17</p> <p>To understand service demand and customer transaction process in detail</p>	Being completeed inconjunction with SMART Action plan for completion in november 2017 .. Date to be adjusted.

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017- 2019	Comments
				Q1	Q2	Q3	Q4		
CIP3/ A004	Develop an informed prioritised programme of work/SMART Action Plan to automate digitise services	Prioritised Programme of work SMART action plan developed	SMART Action Plan completed by Nov 2017					01/07/17 – 31/10/17 A plan to automate and make digital online services where practicable	A revised date of 31/11/17 has been requested. Plan in Progress for completion in November
CIP3/ A005	Implement an online facility to pay invoices : Lead Officer to (1) Establish Gateway and Merchant Services together with associated online forms to facilitate online payment.(2) Implement User Acceptance Testing (UAT) and confirm PCI/DSS Compliance prior to 'go live'. Research and confirm back office processes in both service department and finance department to ensure that information flow is appropriate (4) Publicise facility to pay invoices online via appropriate channel (5) Go live - 31 January 2017 (Contingency of two months pre 31 March 2018	(1) Gateway and Merchant Services established (2) Online forms developed (3) User Acceptance Testing completed (4) PCI/DSS compliance confirmed (5) Back office process in service department and finance in place (6) Facility to pay online invoices publicised (7) Live system live	Back office process in service department and finance established. Online facility to pay invoices publicised and system live by June 2018					01/07/17 – 30/06/18 Mid Ulster District Council website operating a payment interface for customer	_ Scope of exercise and process map complete for payment in progress. Online payment form designed and to be signed off with finance. Online Merchant ID to be organised and back office processes agreed

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017- 2019	Comments
				Q1	Q2	Q3	Q4		
CIP3/ A006	Implement an online facility to pre-pay and account manage commercial waste disposal at the main Recycling Centres i.e. Cookstown, Drumcoo & Magherafelt Lead Officer prepare requirements spec. (hardware and software including online facilities) for tender purposes, Issue tender doc.'s Evaluate & award tender. Implement solution at each of 3 sites according to agreed programme.	(1) Tender Specification complete and issued (2) Tender exercise completed and awarded (3) Implementation schedule agreed (4) System operational at each of 3sites (Cookstown, Drumcoo and Magherafelt	(1) 1 August 2017 (2) 30 September 2017 (3) 30 October 2017 (4) February 2018					01/07/17 – 30/06/18 Prepaid operational online customer portal for civic amenity site commercial waste disposal	Specification completed and quotations for system sought w/c 9th October. Contract to be awarded in November.
CIP3/ A007	Increase utilisation of existing online services for Dog Licensing, Actions: Lead officer to develop and implement a plan that will:- Increase the number online Dog Licensing transactions	Increase in total dog licensing transactions received online	Improved processing times and administration efficiencies					01/04/17 – 31/03/18 Improved processing times and administration efficiencies - 2.5% Increase Year 1 and 5% in total transactions received online for dog licensing per year for 2 years	01/04/17-30/09/17 810 online licences issued. Projected online licences= 1620. Target online licences 1352 for year 2017/18. The figures are therefore well on target to achieve a percentage increase well in excess of 2.5%. This has been achieved by increased promotion by the Enforcement Officers, Distribution of Online Licensing Leaflets with reminder letters, promotion at local events such as Clogher Show.

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017- 2019	Comments
				Q1	Q2	Q3	Q4		
CIP3/ A008	Increase utilisation of existing online services for, Building Notices and Regularisation Applications Actions. Lead officer to develop and implement a plan that will: - Increase the number of online Building Notices and Regularisation Applications	Increase in total Building Notices and Regularisation Applications received online	2.5% per year for 2 years of total transactions received for Building Notices and Regularisations Applications received online					01/04/17 – 31/03/18 Improved processing times and administration efficiencies - 2.5% per year for 2 years of total transactions received for Building Notices and Regularisations Applications received online	The total number of manual Building Notices received for the MUDC area in 2016/2017 was 1005 and manual Regularisation applications received was 296. The online portal was launched at the end of 2016/2017. Currently the percentage of Building Notices and Regularisation applications being received online has increased to 8%.
CIP3/ A009	Implement an online facility to submit service requests for Environmental Health . Actions: Lead Officers to progress the development, testing and implementation of an online facility that will enable the following:- Environmental Health Service Requests e.g complaints and new premises registrations (CIP3/07/A001)	Online service request form developed, back office process established, User Acceptance Testing complete and system implemented for Environmental Health service requests e.g complaints and new premises registrations	System developed and implemented by May 2018					01/07/17 – 31/03/18 An online service in place that will facilitate Environmental Health service requests	Online Service request form currently being developed to ensure Environmental Health Service requests can be facilitated online. Account Meeting with Tascomi, Env Health, , ICT was scheduled to scope development within the Council Direct Portal. arranged for 10/10/17 but had to be rescheduled to 09/11/17

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				Q1	Q2	Q3	Q4		
CIP3/A010	Implement an online facility to submit service requests for Building Control. Actions: Lead Officers to progress the development, testing and implementation of an online facility that will enable the following: Online Building Control Inspections Requests (CIP3/07/A002)	Online service request form developed, back office process established, User Acceptance Testing complete and system implemented for Building Control Inspection requests	System developed and implemented by May 2018					01/07/17 – 31/03/18 An online service in place that will facilitate Building Control inspections	. It is envisaged that the online service request facility will be in place by May 2018. Meeting with Tascomi, Building Control, ICT was scheduled to scope development within the Council Direct Portal. arranged for 10/10/17 but had to be rescheduled to 09/11/17
CIP3/A011	Consistent presentation of ALL Council online services. Actions - Lead officer to: (1) Identify all online services offerings and the accessibility of their presentation on all device types i.e. mobile, PC etc. (2) Develop an agreed consistent presentation of above (3) Implement presentation and test	(1) Identification of all online services (2) Agree presentation of all online services (3) Implementation and testing of presentation	1. Online services documented 2. Consistent presentation of online services agreed 3. Implementation and tests completed satisfactorily for all services by June 2018					01/07/17 – 01/06/18 Consistently presented online services which are easily found, user friendly and responsive to mobile devices	(1) All on-line services identified by individual departments grouped into 5 categories (transactional, online service requests, online applications, online directories & apps). (2) Where the info. is hosted directly on the Council's web site, the presentation of all material is consistent with Council's branding. Where online service is hosted externally & based on a 1/3 rd party supplier's templates, presentation is likely to be inconsistent with Council's agreed brand guidelines. Where possible, a 'skin' is developed which closely mirrors the Council's branding and where not possible, at a min. the Council's landmark (or facility mark) should be included. (3) Within the confines of (2), a review of externally provided online services will be undertaken audit how the Council's branding is being applied. Additions & enhancements will then be made where possible.

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017- 2019	Comments
				Q1	Q2	Q3	Q4		
CIP3/ A012	Transact with suppliers electronically Action Lead Officer to progress the rollout of the E-orders module of Council finance system	Issue of orders electronically	70% of all orders raised from implementation to the end of the financial year issued electronically					01/04/17 – 31/03/18 Electronic orders issued directly to suppliers in a more accurate and precise manner that enhances the efficiencies of invoice payment processing	<u>Revised go live date request for 12/10/17</u> 1. Total has completed the configuration of the e-ordering module to meet Mid Ulster Council's requirements by end of quarter 1 2. The e-ordering module has been running on the test environment and comprehensive testing has been carried out by the procurement team during July and August 3. Training manuals and documentation have been completed by Total and reviewed by the procurement team by end of week 1 in September. 4. Meeting has been scheduled 21/22 September with Director of Leisure and Recreation to agree going live time-table for her department as lead pilot. 5. Following initial meeting with D L&R further meeting required before timetable can be agreed. 6. ICT department have now taken lead as pilot - training of ICT staff completed and went live for ICT orders on 12/10/17.

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017- 2019	Comments
				Q1	Q2	Q3	Q4		
CIP3/ A013	Leisure services accessible online - Greenvale Leisure Centre, Online functionality is maintained post Septmeber 2017. Actions: Lead Officer to - Put in place and implement a plan to ensure that the Greenvale Leisure Centre online functionality is maintained post September 2017	(1) Availability of customers to access leisure facilities online for Greenvale Leisure Centre	100% availability of existing online facilities for Greenvale Leisure post Sept 2017					01/06/17 – 30/09/17 Continuation of Greenvale Leisure Centre's online facility offering	Has been completed. Exerp has been purchased by MUDC and will be used until decision taken on purchase of a new system across all Leisure Centres.
CIP3/ A014	Leisure services accessible online - Greenvale Leisure Centre, Meadowbank Sports Arena and Dungannon Leisure Centre Lead Officer to - Coordinate and implement a consistent advertising and booking opportunity for bookable activities across all facilities i.e. Meadowbank Sports Arena and Dungannon Leisure Centre consistent with Cookstown Leisure Centre	(2) The extension of the online booking function available for Cookstown Leisure Centre to Meadowbank Sports Arena and Dungannon Leisure Centre	Meadowbank Sports Area and Dungannon Leisure Centre to have consistent online service offerings as per Cookstown Leisure Centre					01/07/17 – 30/09/18 Consistent online leisure facility offering across all 3 leisure centres	Requires an STA to be approved by SMT and Council for purchase of Dimensions for Dungannon LC, Meadowbank SA and Maghera LC. The STA is now being written.

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017-2019	Comments
				Q1	Q2	Q3	Q4		
CIP3/A015	Provision of mobile responsive tourism industry and customer related digital platforms. Lead Officer to develop: (1) Provision of digital Tourism Industry HUB project. (2) Provision of Tourism Local Information Portal (3) Provision of Tourism Visitor Information Portal. (4) Provision of Digital Carleton and Heaney trails	(1) Provision of digital Tourism Industry HUB project. (2) Provision of Tourism Local Information Portal (3) Provision of Tourism Visitor Information Portal	(1) System implemented by Dec 2017 (2) System implemented by Dec 2017 (3) System implemented by Dec 2017 (Carleton Trail Dec 18)					01/07/17 – 31/12/18 Engaging portal for tourism industry, visitors and citizens across Mid Ulster	(1) Industry Hub to be completed and live by end of Oct 17. (2) Local Tourism Information portal being developed live Dec 17 (3) Visitor Information Portal delayed due to additional work needed to be carried out by contractor, request new completion date of March 18 (4) Carlton Trail Digital app being developed still on track to be live Dec 17
CIP3/A016	Provide work placement opportunities online . Lead Officer to (1) Confirm service areas available for work placements for the next 12 months e.g. Environmental Health, Leisure Centres (2) Create linkages from Council website to relevant online portal (3) Ensure that all work placements are advertised on relevant online portal	(1) Areas available for work placements for next 12 months identified (2) Create link from Council website to relevant online portal (3) Work placements advertised on relevant online portal	(1) No. of work placements areas identified for the next 12 mnths (2) Link established from Council website to relevant online portal. (3) Work placements areas for the next 12 mnths advertised on relevant online portal March 18					01/07/17 – 31/03/18 Consistent and transparent online advertisement of work placement opportunities.	To be raised at HOS meeting as a first step on 17th October to ascertain depts. interested in providing x no. of placements & which specific areas re: opportunities to students etc. Once areas/budget/bursary agreed, will set to work on placement description & linking to careers profile

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017- 2019	Comments
				Q1	Q2	Q3	Q4		
CIP3/ A017	Extend E Tenders NI application to all tenders. Lead officer to rollout e tenders to all Council tenders	(1) Percentage of tender opportunities advertised by E tenders NI (2) Number of tender opportunities advertised	(1) 100% tenders advertised by E Tenders NI - 2017-2018					01/04/17 – 30/09/17 Consistent and transparent online advertisement of tender opportunities.	.All tender exercises from the 1 April have been advertised on E-Tenders NI or other e-tendering platforms (eg frameworks) with the exception of Moneymore Rec as PQQ had commenced as a manual exercise prior to the 1 April and ITT then had to be done manually as system didn't allow joining mid-way through process
CIP3/ A018	Conduct a review of SMART Action Plan for improving accessibility of online services - review and revise for year 2 and beyond	(1) Review of Year 1 and Year 2 SMART Action Plan and revised plan for year 2	(1) Review of Year 1 and Year 2 SMART Action Plan completed and Year 2 Plan in place by Mar 2017					01/02/18 – 31/03/18 Fit for purpose prioritised plan	Not due to have started

CIP 4: To support people to adopt healthier lifestyles by increasing the usage of Council Recreational facilities - (AM Campbell).

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017-2019	Comments
				Q1	Q2	Q3	Q4		
CIP4/A001	Audit of Planned Health & Well Being Programmes Key Actions: (1) Audit local health & well being programmes planned by department services and teams throughout the organisation to ensure a co ordinated approach. (2) Review existing programmes to determine pathways for progression and continuous improvement.	(1) Creation of a current baseline of programme provision (2) Production of a co ordinated programme plan	(1) Develop baseline of current H&WB programmes by September 2017 (2) Develop a plan of aligned future programmes by December 2017					01/05/17 – 31/12/17 Increased participation and healthier lifestyles by greater numbers attending Health and Wellbeing programmes	(1) Baseline of current H&WB programmes developed (2) Future programmes being developed Baseline created
CIP4/A002	Audit of facility Usage: Key Actions: (1) Audit of footfall/visitor numbers at facilities/events/programmes and analysis patterns of facility usage. (2) Identify opportunities to co ordinate programming, events/attractions a (3) Appointment Sales Officer (4) Audit of participation among traditionally underrepresented groups which include: Women & girls, People with a disability; & Those living in areas of greatest social need	(1) Compile data of facility visitor numbers/footfall, complaints and mystery visit and survey information. (2) Audit of potential activity and promotions (3) Officer appointed (4) Production of facility programme plans	(1a) Baseline report of usage stats. established by Mar 2018 (1b) Audit undertaken of facility usage for women/girls, disabled, those living in areas of social need by Mar 2018 (2) Audit of potential activity & promotions completed by March '18.(3)Appoint Sales Officer by Sept.17 (4a) Customer survey developed for users and non users by Sept 2017 (4b) Facility programmes plan developed by Sept 17					01/04/17 – 31/09/17 Increased participation and healthier lifestyles by greater numbers attending Health and Wellbeing programmes	(1a and b) usage statistics being established (2) Audit being undertaken (3) Delay in appointing sales advisor - delay due to review of memberships and role of SA in Greenvale LC (4a and b) Customer survey developed for users, review of approach to be agreed for non users. Facilities plan developed for facilities for next 3 months. Appointment of sales officer delayed. Facilities programme plans produced

Ref. Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017- 2019	Comments
				Q1	Q2	Q3	Q4		
CIP4/ A003	Review Marketing Strategy. Key Actions: (1) Review existing Marketing Strategy and action plans. (2) Develop appropriate Leisure Marketing Strategy and action plans for facilities, programmes and events. (3) Develop appropriate Parks Marketing Strategy and action plans for facilities, programmes and events.	(1) Marketing strategy and plans in place for Leisure, Parks and Programmes	(1a) Leisure marketing review complete by end June 2017. (1b) Revised leisure marketing strategy (if required) & assoc. marketing action plans complete by Nov. 17 for implementation from Apr 2018. (1c) Develop Parks marketing strategy/ action plans by Jan. 18					01/04/17 – 31/01/18	(1a and b) Marketing review complete for leisure (2) Work ongoing with Parks. Leisure marketing review complete
CIP4/ A004	Development of proposals for Key Capital Projects. Key Actions: (1) Appoint consultancy teams to develop proposals for Key Capital Projects including Gortgonis, Dungannon Leisure Centre and Railway Park. (2) Appoint consultancy team to develop inclusive play and strategic play investment programme.	(1) Consultancy Teams appointed and Project Designs programme of work established for Key Capital projects including (a) Gortgonis, (b) Dung. L/ Centre (c) Railway Park (2) Consultancy Teams appointed and Project Designs programme of work established for Key Capital projects including (a) Play Parks (b) Parks	(1) By March 2018 establish programme of work for Key Capital Schemes: (a) Gortgonis (b) Dungannon Leisure Centre (c) Railway Park (2) By March 2019 establish programme of work for Key Capital Schemes including (d) Play Parks (e) Parks					01/05/17 – 31/03/19 Improved quality recreational facilities in MUDC	(1) Programme of work established. Projects at various stages (2) Parks and Play parks strategy at draft stage. Programme of actions will develop from this. Consultancy team being appointed for Gortgonis and Dungannon LC improvements. Consultancy team appointed for DLC option study and Railway park

Action Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017-2019	Comments
				Q1	Q2	Q3	Q4		
CIP4/A005	Improve accessibility of online services Key Actions: (1) Liaise with CIP3 group (2) Undertake a review of current on-line service capabilities, collate metrics, identify and prioritise potential new online services and ensure these are supported by back office processes through to implementation.	(1) LG working with CIP3 Group (2) Review completed baseline of existing services provided online	(1) No. of services being used by customers online					01/04/17 – 31/03/19 Improved customer satisfaction by delivering efficient 24/7 online services.	(1) Audit undertaken. IT system being improved in various leisure facilities which will improve online capability. (2) Review of baseline completed of online services
CIP4/A006	Review, revise and report end of year project plan (year one) and revise year 2 implementation Key Actions: (1) Senior responsible Officer and Key members of project team review and report revise and amend project plan for year 2 by end of March 2018. (2) Senior responsible Officer and Key members of project team review and report on year 1 project plan progress by April 2018	(1) Year 1 review report completed. (2) Year 2 project plan developed	(1) Year 1 review report completed by April 2018. (2) Year 2 project plan developed by March 2018					01/02/18 – 31/03/18 Implementation of developed project plan on target.	Not due to have started

Action Number (SIPS link)	Service Improvement Objective	Success Measures & Levels of Service	Target	Status				Delivery Dates & Improvement Outcomes in 2017-2019	Comments
				Q1	Q2	Q3	Q4		
CIP4/A007	Establish Greenvale Leisure Centre under Council operation Key Actions: (1) Issue decision to Pulse. (2) Establish cross departmental working group and develop action plan by June 2017 (3) Implement actions by Sept 2018 (4) Greenvale LC in Council operation by Septemeber 2017	(1) Greenvale LC under Council management. (2) Programmes, pricing, staffing structures reviewed and aligned. (3) Customer satisfaction maintained - low complaints	(1) By September 2017 Greenvale LC under Council management (2) Organisation structure and process in place by September 2018 (3) Roll out customer survey developed for other facilities by March 2018					(1) Started and completed by Sept 2017 (2) Started and completed by Sept 2018 (3) Started and completed by March 2018 Implementation of developed project plan on target. Harmonisation of service standards.	(1) Greenvale LC under Council management from 10th September 2017.
CIP4/A008	Strategy to provide direction for Parks, Play and Outdoor Recreation facilities and programmes Strategy developed Key Actions: (1) Strategy developed to provide direction for parks and play facilities by Sept 2017. (2) Strategy developed to provide direction for Outdoor Recreation facilities by Sept 2017.	(1) Strategies approved (2) Action plans for recommendations developed	(1) By Sept 2017 Strategies approved. (2) By March 2018 develop action plans - linked to capital programme					(1) Started and completed by Sept 2017 (2) Started and completed by March 2018 Improved quality recreational facilities in MUDC and accessible for all sections of society.	(1) In draft format.

Mid Ulster District Council

Performance Improvement Plan 2017 to 2019

Statutory & Corporate Performance

Improvement Indicators

Six Month Progress Report

2017 – 2018

Performance Improvement Plan 2017 to 2019 - Statutory & Corporate Performance Indicators

Statutory Indicators – Set for Us

Statutory indicators and standards/targets have been set by the former Department of the Environment (now Department for Communities) as part of the performance improvement arrangements for district councils, there are currently seven in total. Performance measures have been specified for the functions of economic development, planning and waste management. The aim of the performance measures is to promote the improvement of service delivery for the functions specified.

Corporate Performance Indicators – Set by Us

During 2016/17, Council in the absence of an agreed region wide performance management framework, decided to concentrate on ensuring the data quality of three of its proposed “set by us” or “self-imposed” performance indicators, standards/targets, with the aim of improving service delivery, across the three indicators; namely:

1. **Prompt Payments** - (Prompt payments speed up cash flow from the public sector to its suppliers, particularly SME's),
2. **Freedom of Information Requests (FOI) Responded to within 20 days**, (Council meets its statutory obligations, customer requests are met within specified timeframes and citizens can get information in a timely manner through a transparent process), and
3. **Percentage lost time rate of sickness absence** – (shows the % of total time available that has been lost due to any type of absence during a certain time period. The indicator is based on full time equivalent (FTE) employees - useful as a general measure of the significance of sickness absence levels for an organisation).

Data quality is a central part of the Council's operational business and performance management. Performance measures including Absence information, Freedom of Information Requests, and Prompt Payments information is used every day across the Council to help inform management decisions, plan services, benchmark performance and cost, and inform target setting.

Table 1.0 – Status Symbols and Interpretation Descriptors for Statutory and Corporate Performance Improvement Indicators






Progress Status for Measures		
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		Action: - 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. Measure: - Trending away from target within % tolerance.
Red		Signifies there is a problem/shift in the wrong direction, which may require a response from senior management.
Blue		Signifies PI, Target, Outcome Achieved / Completed.
Purple		Information not available, or in development

Table 2.0 – Performance Trend

Performance Compared to Another Time Period - Trend previous quarter	
	Performance has improved
	Performance has worsened
	Performance has remained the same

Table 3.0 – Target Direction

Target Direction	
More is better	A bigger value for this measure is best
Less is better	A smaller value for this measure is best

STATUTORY INDICATOR & STANDARD Ref. No. : ED1 - MORE IS BETTER

ED1: The number of jobs promoted through business start-up activity from 1 st April 2016 to 30 th Sept 2017		July-Sept 2017 Actual (QUARTER TWO)	Standard to be Met	Trend on Previous Quarter	Status														
<div><div>ED1- The No. of Jobs Promoted Through Business Start Up</div><table><caption>ED1- The No. of Jobs Promoted Through Business Start Up</caption><thead><tr><th>Time</th><th>Numbers of Jobs promoted</th></tr></thead><tbody><tr><td>Q1 16.17</td><td>69</td></tr><tr><td>Q2 16.17</td><td>71</td></tr><tr><td>Q3 16.17</td><td>70</td></tr><tr><td>Q4 16.17</td><td>46</td></tr><tr><td>Q1 17.18</td><td>68</td></tr><tr><td>Q2 17.18</td><td>62</td></tr></tbody></table></div>		Time	Numbers of Jobs promoted	Q1 16.17	69	Q2 16.17	71	Q3 16.17	70	Q4 16.17	46	Q1 17.18	68	Q2 17.18	62	62	210 jobs p.a	↓	AMBER
		Time	Numbers of Jobs promoted																
		Q1 16.17	69																
Q2 16.17	71																		
Q3 16.17	70																		
Q4 16.17	46																		
Q1 17.18	68																		
Q2 17.18	62																		
Apr-June 2017 Actual (QUARTER ONE)	Standard to be Met	Trend on Previous Quarter	Status																
68	210 jobs p.a	✓	GREEN																
<p>Analysis: MORE IS BETTER</p> <p>DfE / Invest NI permitted Councils to use the “RSI” conversion rate (Plans - Jobs) of 0.75762 until 31/08/17. A lower conversion rate is to be applied for the new NIBSUP (post 01/09/17). The reduced conversion rate, combined with Month 1 of a new Contract has resulted in Q2 Plans and Jobs figures being lower than Q1 and previous year Q2. More Plans need to be delivered by Mid Ulster agencies to ensure Statutory 'Jobs promoted' target is achieved by March 2018. Comparison with last year, same reporting period; Q2 Plans and Jobs figures lower than previous year (2016/17) , as in Q2 (2017/18) - 8 jobs fewer promoted.</p> <p>Action Plan:</p> <p>Both the lead delivery agent (ENI) and the local lead (Workspace) have been contacted by the Council to advise of the need for improved performance post Sept 2017 and a meeting has also been convened with both by MUDC to discuss this in greater detail and plan actions to address any issues required to increase inquiry levels and improve performance in Mid Ulster.</p>																			
<p>Lead Officer : Adrian McCreesh Director Business & Communities</p> <p>Purpose of PI: The number of jobs promoted through business start-up activity (Business start-up means the delivery of completed client led business plans under the Department of the Economy Regional Start Initiative or its successor Programmes).</p>																			

STATUTORY INDICATOR & STANDARD Ref. No. : P1 - LESS IS BETTER

P1: Major applications processed from date valid to decision or withdrawn within an average of 30 weeks - from 1 st April 2016 to 30 th Sept 2017	July-Sept 2017 Actual (QUARTER TWO)	Standard to be Met	Trend on Previous Quarter	Status																					
<div><p>P1 Average Processing Time of Major Planning Applications from Date Valid to Decision or Withdrawn within an Average of 30 Weeks</p><table><thead><tr><th>Time</th><th>Average Processing Time (weeks)</th><th>Standard Processing Time (weeks)</th></tr></thead><tbody><tr><td>Q1 16.17</td><td>66.6</td><td>30</td></tr><tr><td>Q2 16.17</td><td>65.6</td><td>30</td></tr><tr><td>Q3 16.17</td><td>71.4</td><td>30</td></tr><tr><td>Q4 16.17</td><td>88</td><td>30</td></tr><tr><td>Q1 17.18</td><td>78.1</td><td>30</td></tr><tr><td>Q2 17.18</td><td>78.1</td><td>30</td></tr></tbody></table></div>	Time	Average Processing Time (weeks)	Standard Processing Time (weeks)	Q1 16.17	66.6	30	Q2 16.17	65.6	30	Q3 16.17	71.4	30	Q4 16.17	88	30	Q1 17.18	78.1	30	Q2 17.18	78.1	30	Information not available	30 weeks	Not Available	NA
	Time	Average Processing Time (weeks)	Standard Processing Time (weeks)																						
	Q1 16.17	66.6	30																						
	Q2 16.17	65.6	30																						
	Q3 16.17	71.4	30																						
Q4 16.17	88	30																							
Q1 17.18	78.1	30																							
Q2 17.18	78.1	30																							
Apr-June 2017 Actual (QUARTER ONE)	Standard to be Met	Trend on Previous Quarter	Status																						
78.1 weeks	30 weeks	✓	RED																						
Analysis: LESS IS BETTER Performance on majors still falls below target. The issuing of legacy cases is in part responsible. Performance is down on same Quarter last year. This year's focus on Major applications has started to see legacy cases being determined accounting for an initial worsening performance which should begin to level out.																									
Action Plan: Continue with targeted Major applications Group meeting. The publication of the Councils "Best Practice Guidance on Major Applications" will hopefully increase quality and front loading of Major applications moving forward. End of Aug provisional stats shows improvement in processing times																									
Lead Officer : Lead Officer : Dr. Chris Boomer Planning Purpose of PI: Planning Department deals with MAJOR Planning applications faster - [An application in the category of major development within the meaning of Planning (Development Management Regulations (NI) 2015(a)].																									

STATUTORY INDICATOR & STANDARD Ref. No. : P2 - LESS IS BETTER

P2: Average processing time of Local Planning Applications from date valid to decision or withdrawn within an average of 15 weeks from 1 st April 2016 to 30 th Sept 2017.	July-Sept 2017 Actual (QUARTER TWO)	Standard to be Met	Trend on Previous Quarter	Status																					
<div><p>P2 Average Processing Time of Local Planning Applications from Date Valid to Decision or Withdrawn Within an Average of 15 Weeks.</p><table><thead><tr><th>Time</th><th>Average Processing Time (Weeks)</th><th>Standard Processing Time (Weeks)</th></tr></thead><tbody><tr><td>Q1 16.17</td><td>14.7</td><td>15</td></tr><tr><td>Q2 16.17</td><td>14.6</td><td>15</td></tr><tr><td>Q3 16.17</td><td>14.8</td><td>15</td></tr><tr><td>Q4 16.17</td><td>13.8</td><td>15</td></tr><tr><td>Q1 17.18</td><td>14</td><td>15</td></tr><tr><td>Q2 17.18</td><td>-</td><td>15</td></tr></tbody></table></div>	Time	Average Processing Time (Weeks)	Standard Processing Time (Weeks)	Q1 16.17	14.7	15	Q2 16.17	14.6	15	Q3 16.17	14.8	15	Q4 16.17	13.8	15	Q1 17.18	14	15	Q2 17.18	-	15	Information not available	15 weeks	Not Available	NA
	Time	Average Processing Time (Weeks)	Standard Processing Time (Weeks)																						
	Q1 16.17	14.7	15																						
	Q2 16.17	14.6	15																						
Q3 16.17	14.8	15																							
Q4 16.17	13.8	15																							
Q1 17.18	14	15																							
Q2 17.18	-	15																							
Apr-June 2017 Actual (QUARTER ONE)	Standard to be Met	Trend on Previous Quarter	Status																						
14 weeks	15 weeks	← →	GREEN																						
<p>Analysis: LESS IS BETTER</p> <p>Performance remains within target. Continued good management of local applications case processing. Comparison with last year same reporting period: 0.7 week improvement reflects a steady level of performance within 15 week target</p>																									
<p>Action Plan:</p> <p>Maintain management</p>																									

Lead Officer : Lead Officer Dr. Chris Boomer Planning

Purpose of PI. Planning Department deal with LOCAL Planning applications faster - Local applications means an application in the category of local development within the meaning of the (Development Management) Regulations (NI) 2015, and any other applications for approval or consent under the Planning Act (NI) 2011 (or any orders or regulations made under the Act).

STATUTORY INDICATOR & STANDARD Ref. No. : P3 - MORE IS BETTER

P3 : The percentage of planning enforcement cases processed within 39 weeks from 1 st April 2016 to 30 th Sept 2017	July-Sept 2017 Actual (QUARTER TWO)	Standard to be Met	Trend on Previous Quarter	Status																					
<div><p>P3 - The Percentage of Planning Enforcement Cases Processed Within 39 Weeks.</p><table><thead><tr><th>Time</th><th>% Planning Enforcement Cases Processed Within 39 Weeks</th><th>Standard 70% Processed within 39 Weeks</th></tr></thead><tbody><tr><td>Q1 16.17</td><td>81.6%</td><td>70%</td></tr><tr><td>Q2 16.17</td><td>76.0%</td><td>70%</td></tr><tr><td>Q3 16.17</td><td>75.4%</td><td>70%</td></tr><tr><td>Q4 16.17</td><td>86.4%</td><td>70%</td></tr><tr><td>Q1 17.18</td><td>84.1%</td><td>70%</td></tr><tr><td>Q2 17.18</td><td>85.9%</td><td>70%</td></tr></tbody></table></div>	Time	% Planning Enforcement Cases Processed Within 39 Weeks	Standard 70% Processed within 39 Weeks	Q1 16.17	81.6%	70%	Q2 16.17	76.0%	70%	Q3 16.17	75.4%	70%	Q4 16.17	86.4%	70%	Q1 17.18	84.1%	70%	Q2 17.18	85.9%	70%	85.9%	70%	✓	GREEN
	Time	% Planning Enforcement Cases Processed Within 39 Weeks	Standard 70% Processed within 39 Weeks																						
	Q1 16.17	81.6%	70%																						
	Q2 16.17	76.0%	70%																						
Q3 16.17	75.4%	70%																							
Q4 16.17	86.4%	70%																							
Q1 17.18	84.1%	70%																							
Q2 17.18	85.9%	70%																							
Apr-June 2017 Actual (QUARTER ONE)	Standard to be Met	Trend on Previous Quarter	Status																						
84.1%	70%	↓	GREEN																						
<p>Analysis: MORE IS BETTER</p> <p>The 70% target for Q1 and Q2 has been met and exceeded. The figure for Q2 has not yet been validated. It is evident that there is an increase in performance since both Q1 and Q2 last year which is a positive position given that there has been a reduction in enforcement resources overall since that period. This is a positive trend which will hopefully continue and will mean that the cases being brought to target conclusion are being done so in a reduced period of time. This trend continues to improve the level and efficiency of service provided. Comparisons with last year same reporting period: There has been a continued increase in performance since Q1 and Q2 of 2016/17.</p>																									
<p>Action Plan:</p> <p>Figures are well on track for Q1 and Q2 and they are reviewed on a monthly basis alongside team resources</p>																									

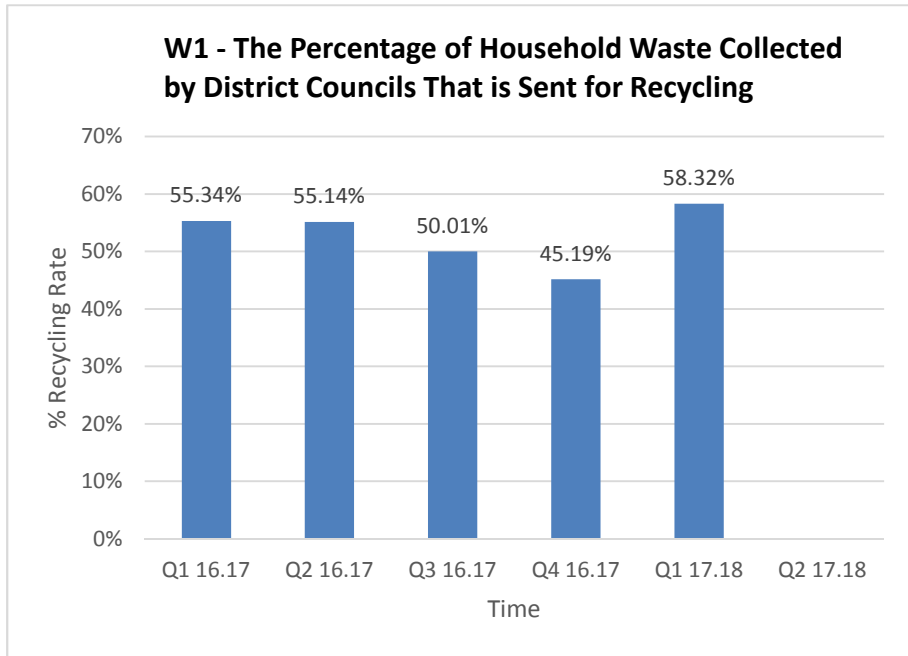
Lead Officer : Dr. Chris Boomer Planning

Purpose of PI: Planning Department bring more enforcement cases to target conclusion within 39 weeks. Enforcement cases are investigations into alleged breaches of planning control under Part 5 of the Planning Act (NI) 2011 (or under any orders or regulations made under the Act.

Lead Officer : Dr. Chris Boomer Planning

Purpose of PI: Planning Department bring more enforcement cases to target conclusion within 39 weeks. Enforcement cases are investigations into alleged breaches of planning control under Part 5 of the Planning Act (NI) 2011 (or under any orders or regulations made under the Act.

STATUTORY INDICATOR & STANDARD Ref. No.: W1 - MORE IS BETTER

W1: The Percentage of household waste collected by District Councils that is sent for recycling (including waste prepared for reuse) from 1 st April 2016 to 30 th Sept 2017	July-Sept 2017 Actual (QUARTER TWO)	Standard to be Met	Trend on Previous Quarter	Status												
<div>W1 - The Percentage of Household Waste Collected by District Councils That is Sent for Recycling</div>  <table><caption>W1 - The Percentage of Household Waste Collected by District Councils That is Sent for Recycling</caption><thead><tr><th>Time</th><th>% Recycling Rate</th></tr></thead><tbody><tr><td>Q1 16.17</td><td>55.34%</td></tr><tr><td>Q2 16.17</td><td>55.14%</td></tr><tr><td>Q3 16.17</td><td>50.01%</td></tr><tr><td>Q4 16.17</td><td>45.19%</td></tr><tr><td>Q1 17.18</td><td>58.32%</td></tr></tbody></table>	Time	% Recycling Rate	Q1 16.17	55.34%	Q2 16.17	55.14%	Q3 16.17	50.01%	Q4 16.17	45.19%	Q1 17.18	58.32%	Information not available	NILAS Scheme 50% by 2020	Not Available	NA
	Time	% Recycling Rate														
	Q1 16.17	55.34%														
	Q2 16.17	55.14%														
Q3 16.17	50.01%															
Q4 16.17	45.19%															
Q1 17.18	58.32%															
Apr-June 2017 Actual (QUARTER ONE)	Standard to be Met	Trend on Previous Quarter	Status													
58.32% or 11,443 tonnes	NILAS Scheme 50% by 2020	✓	GREEN													
<p>Analysis: MORE IS BETTER</p> <p>2.98% increase in recycling rate compared to corresponding quarter last year equates to an additional 1,112 tonnes of waste being sent for either recycling or composting. This is mainly a result of a Food Waste Communications Project including the roll out of more brown bins/caddies. Recycling rate for the quarter is the highest of all eleven Councils</p>																
<p>Action Plan:</p> <p>Maintain Management.</p>																

Lead Officer : Andrew Cassells Director Environment & Property -

Purpose of Pl. : Meet Statutory Targets – Households Waste is as defined in Article 2 of the Waste and Contaminated Land (NI) Order 1997 (a) and the Controlled Waste and Duty of Care Regulations (NI) 2013 (b)

Lead Officer : Andrew Cassells Director Environment & Property -

Purpose of PI. : Meet Statutory Targets – Households Waste is as defined in Article 2 of the Waste and Contaminated Land (NI) Order 1997 (a) and the Controlled Waste and Duty of Care Regulations (NI) 2013 (b)

STATUTORY INDICATOR & STANDARD Ref. No. : W2 - LESS IS BETTER

W2: The amount (tonnage) of Biodegradable Local Authority Collected Municipal Waste that is landfilled from 1 st April 2016 to 30 th Sept 2017	July-Sept 2017 Actual (QUARTER TWO)	Allowance 2017/18	Trend on Previous Quarter	Status																														
<div><p>W2 - The Amount (Tonnage) of Biodegradable Local Authority Collected Municipal Waste that is landfilled</p><table><caption>W2 - The Amount (Tonnage) of Biodegradable Local Authority Collected Municipal Waste that is landfilled</caption><thead><tr><th>Period</th><th>Actual Tonnage</th><th>Allowance Tonnage</th></tr></thead><tbody><tr><td>Q1 16.17</td><td>3,266</td><td>21,330</td></tr><tr><td>Q2 16.17</td><td>3,283</td><td>21,330</td></tr><tr><td>Q3 16.17</td><td>3,799</td><td>21,330</td></tr><tr><td>Q4 16.17</td><td>4,498</td><td>21,330</td></tr><tr><td>Yr. Total 16.17</td><td>14,846</td><td>21,330</td></tr><tr><td>Q1 17.18</td><td>2,501</td><td>19,131</td></tr><tr><td>Q2 17.18</td><td>-</td><td>19,131</td></tr><tr><td>Q3 17.18</td><td>-</td><td>19,131</td></tr><tr><td>Q4 17.18</td><td>-</td><td>19,131</td></tr></tbody></table></div>	Period	Actual Tonnage	Allowance Tonnage	Q1 16.17	3,266	21,330	Q2 16.17	3,283	21,330	Q3 16.17	3,799	21,330	Q4 16.17	4,498	21,330	Yr. Total 16.17	14,846	21,330	Q1 17.18	2,501	19,131	Q2 17.18	-	19,131	Q3 17.18	-	19,131	Q4 17.18	-	19,131	Information not available	19,131 tonnes	Not Available	NA
	Period	Actual Tonnage	Allowance Tonnage																															
	Q1 16.17	3,266	21,330																															
	Q2 16.17	3,283	21,330																															
Q3 16.17	3,799	21,330																																
Q4 16.17	4,498	21,330																																
Yr. Total 16.17	14,846	21,330																																
Q1 17.18	2,501	19,131																																
Q2 17.18	-	19,131																																
Q3 17.18	-	19,131																																
Q4 17.18	-	19,131																																
Apr-June 2017 Actual (QUARTER ONE)	Allowance 2017/18	Trend on Previous Quarter	Status																															
2,501 tonnes	19,131 tonnes	✓	GREEN																															
<p>Analysis: LESS IS BETTER</p> <p>3.07% less of annual NILAS allocation utilised during the quarter compared to the corresponding period last year equates to 756 tonnes less of Biodegradable Local Authority Collected Municipal Waste being sent to landfill for disposal. This is in the context of the 2017/18 annual NILAS allowance which has decreased by 1,100 tonnes compared to 2016/17.</p>																																		
<p>Action Plan:</p> <p>Maintain Management.</p>																																		

Lead Officer : Andrew Cassells Director Environment & Property -

Purpose of PI: Meet Statutory Targets -Local Authority collected Municipal Waste as defined in section 21 of the Waste Emissions Trading Act 2003 (c)

Lead Officer : Andrew Cassells Director Environment & Property -

Purpose of PI: Meet Statutory Targets -Local Authority collected Municipal Waste as defined in section 21 of the Waste Emissions Trading Act 2003 (c)

STATUTORY INDICATOR & STANDARD Ref. No. : W3 – LESS IS BETTER

W3 : The amount (tonnage) of Local Authority Collected Municipal Waste Arisings from 1 st April 2016 to 30 th Sept 2017	July-Sept 2017 Actual (QUARTER TWO)	Standard to be Met	Trend on Previous Quarter	Status														
<div><p>W3 - The amount (tonnage) of Local Authority Collected Municipal Waste Arisings</p><table><caption>W3 - The amount (tonnage) of Local Authority Collected Municipal Waste Arisings</caption><thead><tr><th>Time</th><th>Tonnage</th></tr></thead><tbody><tr><td>Q1 16.17</td><td>21,749</td></tr><tr><td>Q2 16.17</td><td>22,555</td></tr><tr><td>Q3 16.17</td><td>19,002</td></tr><tr><td>Q4 16.17</td><td>19,524</td></tr><tr><td>Q1 17.18</td><td>21,371</td></tr><tr><td>Q2 17.18</td><td></td></tr></tbody></table></div>	Time	Tonnage	Q1 16.17	21,749	Q2 16.17	22,555	Q3 16.17	19,002	Q4 16.17	19,524	Q1 17.18	21,371	Q2 17.18		Information not available	In line with NILAS targets	Not Available	NA
	Time	Tonnage																
	Q1 16.17	21,749																
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	Q3 16.17	19,002																
Q4 16.17	19,524																	
Q1 17.18	21,371																	
Q2 17.18																		
Apr-June 2017 Actual (QUARTER ONE)	Standard to be Met	Trend on Previous Quarter	Status															
21,371 tonnes	In line with NILAS targets	← →	GREEN															
<p>Analysis: LESS IS BETTER</p> <p>The overall amount of Local Authority Collected Municipal Waste Arisings has decreased by 378 tonnes compared to the corresponding quarter last year. However household waste arisings has actually increased by 953 tonnes compared to the same quarter which indicates that the Council is now collecting less non-household waste i.e. from commercial properties.</p>																		
<p>Action Plan:</p> <p>Maintain Management.</p>																		

Lead Officer : Andrew Cassells Director Environment & Property

Purpose of PI :Meet Statutory Targets - Local Authority collected Municipal waste arisings is the total amount of local authority collected municipal waste which has been collected by a district Council

CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No.: CORP 1a - MORE IS BETTER

CORP1 (a): Prompt Payment- 95% of invoices paid within 30 day target from 1 st April 2016 to 30 th Sept 2017		July-Sept 2017 Actual (QUARTER TWO)	Standard to be Met	Trend on Previous Quarter	Status														
<div><p>CORP1 a: - 95% of Invoices Paid Within 30 days</p><table><caption>Data for CORP1 a: - 95% of Invoices Paid Within 30 days</caption><thead><tr><th>Time</th><th>% invoices paid within 30 dys</th></tr></thead><tbody><tr><td>Q1 16.17</td><td>99%</td></tr><tr><td>Q2 16.17</td><td>99%</td></tr><tr><td>Q3 16.17</td><td>98%</td></tr><tr><td>Q4 16.17</td><td>99%</td></tr><tr><td>Q1 17.18</td><td>98%</td></tr><tr><td>Q2 17.18</td><td>97%</td></tr></tbody></table></div>		Time	% invoices paid within 30 dys	Q1 16.17	99%	Q2 16.17	99%	Q3 16.17	98%	Q4 16.17	99%	Q1 17.18	98%	Q2 17.18	97%	97%	95%	↓	GREEN
		Time	% invoices paid within 30 dys																
		Q1 16.17	99%																
		Q2 16.17	99%																
Q3 16.17	98%																		
Q4 16.17	99%																		
Q1 17.18	98%																		
Q2 17.18	97%																		
		Apr-June 2017 Actual (QUARTER ONE)	Standard to be Met	Trend on Previous Quarter	Status														
		98%	95%	↓	GREEN														
		Analysis: MORE IS BETTER Performance in excess of the 95% target has consistently been achieved in both Quarter One and Quarter Two of 2017 - 2018 - this was the case in in the previous year were 98.75% of all invoices for the year were paid within 30 days during 2016/17.																	
		Action Plan: To maintain good practice in relation to ensuring payment procedures are well organised, timesaving and sufficiently resources. Adherence to procedures processes, prioritisations disputed invoices through proactive resolution, monitor and regularly report on average payment times. New software has been introduced and staff training within and external to the section has been delivered																	

Lead Officer: JJ Tohill Director of Finance

Purpose of PI: Prompt payments speed up cash flow from the public sector to its suppliers, particularly SME’s. Council recognises that late payments are a key issue for business, especially for smaller businesses as it can adversely affect their cash flow & jeopardises their ability to trade & we recognise that as a Public body we should set a strong example by paying promptly. Indicator that allows Council to have a “signal” that it has an effective prompt payment system delivery, has in place a clear framework for managing prompt payments, in order to support an environment in which ambitious businesses flourish. The Department for Communities requests information from councils at the end of each Quarter on the processing of invoices as detailed in the following circular <https://www.communities-ni.gov.uk/publications/circular-lg-192016-guidance-prompt-payments>

CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No. : CORP 1b - MORE IS BETTER

CORP1 (b): Prompt Payment - 80% of invoices paid within 10 day target from 1 st April 2016 to 30 th Sept 2017		July-Sept 2017 Actual (QUARTER TWO)	Standard to be Met	Trend on Previous Quarter	Status
<div><p>CORP1b: 80% Invoices Paid Within 10 Days</p><p>% Invoices paid within 10 days.</p><p>Time</p><p>■ % invoices paid within 20 days</p><p>— Standard 80% of invoices paid within 10 days</p></div>		84%	80%	✓	GREEN
		Apr-June 2017 Actual (QUARTER ONE)	Standard to be Met	Trend on Previous Quarter	Status
		83%	80%	↓	GREEN
		<p>Analysis: MORE IS BETTER</p> <p>Performance in excess of the 80% target has consistently been achieved in both Quarter One and Quarter Two of 2017 - 2018 - this was the case in in the previous year were 84% of all invoices for the year were paid within 10 days during 2016/17</p>			
		<p>Action Plan:</p> <p>In order to improve the 10 day out-turn we have set up 3 separate spreadsheets to identify cluster issues and are circulating these to Heads of Service and Business Support, Quarter One and Quarter Two of 2017- 2018 is still achieving performance above target.</p>			
<p>Lead Officer: JJ Tohill Director of Finance</p> <p>Purpose of PI: Prompt payments speed up cash flow from the public sector to its suppliers, particularly SME’s. Council recognises that late payments are a key issue for business, especially for smaller businesses as it can adversely affect their cash flow & jeopardises their ability to trade & we recognise that as a Public body we should set a strong example by paying promptly. Indicator that allows Council to have a “signal” that it has an effective prompt payment system delivery, has in place a clear framework for managing prompt payments, in order to support an environment in which ambitious businesses flourish. The Department for Communities requests information from councils at the end of each Quarter on the processing of invoices as detailed in the following circular https://www.communities-ni.gov.uk/publications/circular-lg-192016-guidance-prompt-payments</p>					

CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No. : CORP 2 - MORE IS BETTER

CORP2: 90% Freedom Of Information requests responded to within 20 days from 1 st April 2016 to 30 th Sept 2017		July-Sept 2017 Actual (QUARTER TWO)	Standard to be Met	Trend on Previous Quarter	Status
<p>CORP2: 90% of FOI Requests Responded to Within 20 Dys.</p> <p>% FOI Requests Responded to within 20 dys</p> <p>Time</p> <p>■ % FOI requests responded to within 20 dys</p> <p>— Standard 90% FOI requests responded to within 20 dys</p>		78%	90%	↓	RED
		Apr-June 2017 Actual (QUARTER ONE)	Standard to be Met	Trend on Previous Quarter	Status
		86%	90%	✓	AMBER
<p>Analysis: MORE IS BETTER</p> <p>2017-18 in Q1 achievement was close to annual target but a falling back in Q2 performance has happened generating an overall achievement (cumulative) of 82% at Q2 end (Apr-Sept). Comparison with last year's same reporting period - although a marginal fall back in Q2's performance is still above the % performance at the same point last year.</p>					
<p>Action Plan:</p> <p>The following is being deployed: (i) use of new council Customer Relationship Management System (CRM) ; (ii) Service Level Agreement (SLA) reminder alerts provided to officers assigned requests to ensure timelines met; (iii) all requests now being sent to departmental business support managers to co-ordinate and respond to the Head of Democratic Services/ Member Support Officer for Approval; (iv) Customised Performance Dashboard available to senior management within CRM</p>					
<p>Lead Officer : Philip Moffett, Head of Democratic Services</p> <p>Purpose of PI: The measure is needed to ensure that Council meets its statutory obligations and customer requests are met within a specified timeframes. Citizens can get information in a timely manner through a transparent process.</p>					

CORPORATE PERFORMANCE IMPROVEMENT INDICATOR & STANDARD Ref. No. : CORP 3 - LESS IS BETTER

CORP3: Lost time rate Absence of 5% or less from 1 st April 2016 to 30 th Sept 2017		July-Sept 2017 Actual	Standard to be Met	Trend on Previous Quarter	Status														
<div><p>CORP3: % Lost Time Rate 5% or less - Absence : 1st April 2016 to 30th September 2017</p><table><caption>% LTR Absence Data</caption><thead><tr><th>Time</th><th>% LTR Absence</th></tr></thead><tbody><tr><td>Q1 16.17</td><td>5.00%</td></tr><tr><td>Q2 16.17</td><td>5.80%</td></tr><tr><td>Q3 16.17</td><td>8.00%</td></tr><tr><td>Q4 16.17</td><td>5.50%</td></tr><tr><td>Q1 17.18</td><td>3.80%</td></tr><tr><td>Q2 17.18</td><td>3.75%</td></tr></tbody></table></div>		Time	% LTR Absence	Q1 16.17	5.00%	Q2 16.17	5.80%	Q3 16.17	8.00%	Q4 16.17	5.50%	Q1 17.18	3.80%	Q2 17.18	3.75%	3.75%	= >5% p.a.	✓	GREEN
		Time	% LTR Absence																
		Q1 16.17	5.00%																
		Q2 16.17	5.80%																
Q3 16.17	8.00%																		
Q4 16.17	5.50%																		
Q1 17.18	3.80%																		
Q2 17.18	3.75%																		
Apr-June 2017 Actual	Standard to be Met	Trend on Previous Quarter	Status																
3.82%	= >5% p.a.	✓	GREEN																
<p>Analysis: LESS IS BETTER</p> <p>Improved Absence Management (improved policies, procedures, processes, training, monitoring reporting & data management), is continuing to have a positive impact on absence figures with a further reduction in Quarter 2 (2017/18) to 3.75%, a drop of 4.15% from Q2 2016/17. Identifying and addressing issues relating to absence became a key focus within the HR Dept., an absence improvement project included : benchmarking good practice other councils, data cleansing, re-configuring real time data, training sessions staff, use of standardised forms, employee shift pattern accuracy , alignment and agreement of up-to-date reports, improved partnerships with OH nurse/physician referrals, offers of support for reasonable adjustments, case managed long term sickness absence, capability reviews & ill health retirements. Health and wellbeing fairs taken place & council leisure facilities promoting health/wellbeing & health checks, all Council staff can now avail of Westfield Health.</p>																			
<p>Action Plan: Health and wellbeing to be a key for 17/18 with the development of a strategy and committee and various events to take place during the year.</p>																			
<p>Lead Officer : Marissa Canavan, Director Organisational Development</p> <p>Purpose of PI: Lost time rate which shows the % of total time available that has been lost due to any type of absence during a certain time period. The indicator is based on full time equivalent (FTE) employees - useful as a general measure of the significance of sickness absence levels for an organisation.</p>																			

Report on	Brand Implementation Update
Reporting Officer	Ursula Mezza
Contact Officer	Ursula Mezza

Is this report restricted for confidential business?	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	x

1.0	Purpose of Report
1.1	The report updates the Committee on brand implementation to date and outlines work planned for the future.
2.0	Background
2.1	The Council agreed a new brand and interim arrangements in March 2015, following which a brand implementation process began.
3.0	Main Report
3.1	From April 2015 the Council's brand implementation concentrated on the introduction of the brand itself, development and use of brand guidelines, re-branding of externally and internally printed material. Replacement signs at the site entrances of the 3 main council office buildings and on the Dungannon offices were added and a limited number of other facilities also had new signage (e.g. Northland Row offices, Maghera Walled Garden).
3.2	In year 2 (2016-2017) brand implementation concentrated on vehicle livery and more than 70 vehicles in the Council's fleet were re-branded. New internal branding was applied to the council chambers in Dungannon and in Magherafelt and external signage was also erected on the front of the Cookstown and Magherafelt offices.
3.3	In year 3 (2017-2018) boundary signage has been agreed for 24 locations across the district and is currently being finalised for production and installation.
3.4	Designs for new external signage at leisure facilities has also been agreed and will proceed once planning permission has been received.
3.5	Internal signage designs for facilities are also being finalised and internal branding is to be applied to the Cookstown chamber also.
3.6	Draft designs for external signage at recycling centres, depots, Dungannon Park and Ballyronan Marina will be brought to the December meeting of the Policy & Resources Committee.
3.7	A further 10 new vehicles (RCV, vans, tipper and sweeper) will be branded in early 2018 and the identification of any remaining vehicles in the fleet which require brand application is currently underway.

4.0	Other Considerations
4.1	<u>Financial & Human Resources Implications</u> Financial: N/A Human: N/A
4.2	<u>Equality and Good Relations Implications</u> N/A
4.3	<u>Risk Management Implications</u> None
5.0	Recommendation(s)
5.1	That the Committee notes the update.
6.0	Documents Attached & References
	None