



03 May 2018

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, 03 May 2018 at 19:00 to transact the  
business noted below.

Yours faithfully

Anthony Tohill  
Chief Executive

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## AGENDA

### OPEN BUSINESS

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

### Matters for Decision

- |  |           |
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| 4. Council and Committee Meeting Schedule 2018-2019                  | 3 - 8     |
| 5. Request to Illuminate Council Property – May 2018                 | 9 - 10    |
| 6. Retention and Disposal Schedule Planning Section Update           | 11 - 14   |
| 7. Policy on Room Hire – Proposed Amendment                          | 15 - 26   |
| 8. GDPR Policy Changes   | 27 - 52   |
| 9. Marketing & Communications Service Improvement Plan 2018-2019     |           |
| 10. External Signage – Arts & Cultural Facilities                    | 53 - 58   |
| 11. Earls Project – Purchase of Lands at Killymerron Park, Dungannon | 59 - 60   |
| 12. Service Improvement Plan 2018-19 for Legal Services              | 61 - 76   |
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### Matters for Information

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18 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

19. Staffing Matters for Decision
20. Staffing Matters for Decision - NJCLGS Pay Award
21. Overtime Policy for Mid Ulster District Council
22. Gortgonis Update Report

Matters for Information

23. Confidential Minutes of Policy and Resources Committee held on Thursday 12 April 2018
24. Staffing Matters for Information
25. Contracts and DAC
26. Financial Report Timetable

<b>Report on</b>	Council and Committee Meeting Schedule 20182019
<b>Date of Meeting</b>	3 May 2018
<b>Reporting Officer</b>	P Moffett, Head of Democratic Services
<b>Contact Officer</b>	E Forde, Member Support Officer

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

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To consider and approve the Council and Committee Meeting schedule for the period 2018-2019
<b>2.0</b>	<b>Background</b>
2.1	Each year a meeting schedule is considered and set to progress the business of the Council as part of its overall decision making and governance framework. The current meeting schedule runs until the AGM in June 2018.
2.2	A meeting schedule for the period July 2018 to April 2019 is presented as Appendix A for the committee's consideration for approval.
<b>3.0</b>	<b>Main Report</b>
3.1	<p>Consideration and approval of the schedule (appendix A) will aid advance business planning for Members and officers. In summary:</p> <ul style="list-style-type: none"> <li>• All committee meetings will occur over one week in months of July, December, January and April to accommodate public holidays.</li> <li>• There will be a Planning Committee and Council meeting in August.</li> <li>• Briefings from statutory agencies and bodies operating in the district will report to Council meetings.</li> <li>• There will be 5 Audit Committee meetings throughout the period.</li> <li>• Councillor will meet on Monday 11 February 2019 to agree the 2019-20 District Rate</li> <li>• Council will meet on 6<sup>th</sup> June 2019 to conduct its AGM</li> </ul>

<b>4.0</b>	<b>Other Considerations</b>
<b>4.1</b>	<b>Financial, Human Resources &amp; Risk Implications</b>
	Financial: Not Applicable
	Human: Not Applicable
	Risk Management: Not Applicable
<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>
	Equality & Good Relations Implications: Not Applicable
	Rural Needs Implications: Not Applicable
<b>5.0</b>	<b>Recommendation(s)</b>
5.1	The committee considers and approves the Meeting Schedule for the period July 2018 to April 2019.
<b>6.0</b>	<b>Documents Attached &amp; References</b>
6.1	Appendix A Meeting Schedule July 2018 – April 2019

## Council & Committee Meeting Schedule

### July 2018 –April 2019

**Committee DRAFT**

MONTH	COMMITTEE	DATE	LOCATION
<b>July 2018</b>	Environment	Mon 2 <sup>nd</sup> at 7 pm	Cookstown
	Planning	Tues 3 <sup>rd</sup> at 7 pm	Magherafelt
	Development	Wed 4 <sup>th</sup> at 7 pm	Cookstown
	Policy & Resources	Thurs 5 <sup>th</sup> at 7 pm	
	Audit	Tues 24 <sup>th</sup> at 7 pm	
	Council	Thurs 26 <sup>th</sup> at 7 pm	Dungannon
<b>August 2018</b>	Planning	Tues 7 <sup>th</sup> at 7 pm	Magherafelt
	Council	Thurs 23 <sup>rd</sup> at 7 pm	Dungannon
<b>September 2018</b>	Planning	Tues 4 <sup>th</sup> at 7 pm	Magherafelt
	Policy and Resources	Thurs 6 <sup>th</sup> at 7 pm	
	Environment	Tues 11 <sup>th</sup> at 7 pm	
	Development	Thurs 13 <sup>th</sup> at 7 pm	
	Audit	Tues 25 <sup>th</sup> at 7 pm	Magherafelt
	Council	Thurs 27 <sup>th</sup> at 7 pm	Dungannon
<b>October 2018</b>	Planning	Tues 2 <sup>nd</sup> at 7 pm	Magherafelt
	Policy and Resources	Thurs 4 <sup>th</sup> at 7 pm	Cookstown
	Environment	Tues 9 <sup>th</sup> at 7 pm	
	Development	Thurs 11 <sup>th</sup> at 7 pm	
	Council	Thurs 25 <sup>th</sup> at 7 pm	Dungannon
<b>November 2018</b>	Planning	Tues 6 <sup>th</sup> at 7 pm	Magherafelt
	Policy and Resources	Thurs 8 <sup>th</sup> at 7 pm	
	Environment	Tues 13 <sup>th</sup> at 7 pm	
	Development	Thurs 15 <sup>th</sup> at 7 pm	
	Council	Thurs 22 <sup>nd</sup> at 7 pm	Dungannon
<b>December 2018</b>	Environment	Mon 3 <sup>rd</sup> at 7 pm	Cookstown
	Planning	Tues 4 <sup>th</sup> at 7 pm	Magherafelt
	Development	Wed 5 <sup>th</sup> at 7 pm	Cookstown
	Policy and Resources	Thurs 6 <sup>th</sup> at 7 pm	
	Audit	Tues 11 <sup>th</sup> at 7 pm	
	Council	Thurs 13 <sup>th</sup> at 7 pm	Dungannon

<b>MONTH</b>	<b>COMMITTEE</b>	<b>DATE</b>	<b>LOCATION</b>
<b>January 2019</b>	Planning	Mon 7 <sup>th</sup> at 7 pm	Magherafelt
	Environment	Tues 8 <sup>th</sup> at 7 pm	
	Policy and Resources	Wed 9 <sup>th</sup> at 7 pm	
	Development	Thurs 10 <sup>th</sup> at 7 pm	
	Council	Thurs 24 <sup>th</sup> at 7 pm	Dungannon
<b>February 2019</b>	Planning	Tues 5 <sup>th</sup> at 7 pm	Magherafelt
	Policy and Resources	Thurs 7 <sup>th</sup> at 7 pm	Cookstown
	Special Council - Rates	Mon 11 <sup>th</sup> at 7 pm	Dungannon
	Environment	Tues 12 <sup>th</sup> at 7 pm	Cookstown
	Development	Thurs 14 <sup>th</sup> at 7 pm	
	Council	Thurs 28 <sup>th</sup> at 7 pm	Dungannon
<b>March 2019</b>	Planning	Tues 5 <sup>th</sup> at 7 pm	Magherafelt
	Policy and Resources	Thurs 7 <sup>th</sup> at 7 pm	
	Environment	Tues 12 <sup>th</sup> at 7 pm	
	Development	Thurs 14 <sup>th</sup> at 7 pm	
	Audit	Tues 26 <sup>th</sup> at 7 pm	Magherafelt
	Council	Thurs 28 <sup>th</sup> at 7 pm	Dungannon
<b>April 2019</b>	Planning	Tues 2 <sup>nd</sup> at 7 pm	Magherafelt
	Policy and Resources	Thurs 4 <sup>th</sup> at 7 pm	Cookstown
	Environment	Tues 9 <sup>th</sup> at 7 pm	
	Development	Thurs 11 <sup>th</sup> at 7 pm	
	Council	Thurs 25 <sup>th</sup> at 7 pm	Dungannon

#### **NOTES**

- Council will meet on 4<sup>th</sup> Thurs of each month. December Council brought forward to second week in month.
- Planning Committee will meet on 1<sup>st</sup> Tues of each month other than January 2019 when it will be moved to a Monday evening to accommodate holidays
- Policy & Resources Committee will meet on Thurs following 1<sup>st</sup> Tuesday of each month
- Environment Committee will meet on 2<sup>nd</sup> Tuesday of each month
- Development Committee will meet on Thursday following 2<sup>nd</sup> Tuesday
- Audit Committee will meet 5 times per year on Tuesdays

- Meeting sequence follow aforementioned sequence except to avoid holiday periods in the case of July, December and January. This has resulted in the committees meeting over 4 consecutive nights





<b>Report on</b>	Request to Illuminate Council Property – May 2018
<b>Date of Meeting</b>	Thursday 3 May 2018
<b>Reporting Officer</b>	P Moffett, Head of Democratic Services
<b>Contact Officer</b>	P Moffett, Head of Democratic Services

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

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To consider a request from NF (Neurofibromatosis) to light up council buildings to mark World Neurofibromatosis Awareness Day on Thursday 17 <sup>th</sup> May. The request has been submitted to illuminate the Burnavon Arts & Cultural Centre and Ranfurly House Arts & Visitor Centre.
<b>2.0</b>	<b>Background</b>
2.1	A representative from the Neurofibromatosis Association of Ireland (NFA) has contacted the council requesting that it light up its buildings blue on Thursday 17 <sup>th</sup> May to mark World Neurofibromatosis Awareness Day as part of the ' <i>Shine a Light on Neurofibromatosis</i> '.
2.2	NFA has requested that council join other sites across the world by lighting up the Burnavon Centre and Ranfurly Arts & Visitor Centre blue to support this year's campaign. The Association confirms that the condition affects 1 in every 300 people, making it more common than cystic fibrosis, muscular dystrophy and Huntington's Disease combined. It is a genetic condition that, amongst other complications, causes tumours to grow on the nervous system.
2.3	The Council has a policy in place on Illuminating/Lighting Up Council properties and requires that Policy & Resources Committee consider requests.
<b>3.0</b>	<b>Main Report</b>
3.1	Request: <ul style="list-style-type: none"> <li>Neurofibromatosis Association of Ireland (NFA) has made the request to light up the Burnavon Arts &amp; Cultural Centre and Ranfurly Arts &amp; Visitor Centre blue on the evening of Thursday 17<sup>th</sup> May to for Neurofibromatosis Day as part of the global awareness campaign – '<i>Shine a Light on Neurofibromatosis</i>'</li> </ul>
3.2	The request meets the conditions of the council policy. No other requests have been received and approved for this date.

<b>4.0</b>	<b>Other Considerations</b>
<b>4.1</b>	<b>Financial, Human Resources &amp; Risk Implications</b>
	Financial: Not applicable
	Human: Not applicable
	Risk Management: Not applicable
<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>
	Equality & Good Relations Implications: Not applicable
	Rural Needs Implications: Not applicable
<b>5.0</b>	<b>Recommendation(s)</b>
5.1	That the Committee approves the request to light up the Burnavon and Ranfurly Arts & Visitor Centres on Thursday 17 <sup>th</sup> May to mark World Neurofibromatosis Day.
<b>6.0</b>	<b>Documents Attached &amp; References</b>
	Not applicable

Confirm how this Report is to be treated by placing an X and abbreviation in either;

<b>x</b>	For Decision		For Information
PR	Committee		Council

<b>Report on</b>	Retention and Disposal Schedule Planning Section Update
<b>Date of Meeting</b>	Thursday 3 May 2018
<b>Reporting Officer</b>	Philip Moffett Head of Democratic Services
<b>Contact Officer</b>	Eileen Forde Member Support Officer

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

<b>1.0</b>	<b>Purpose of Report</b>
1.1	The purpose of the report is to seek approval for proposed amendments in respect of the Planning Service's section within Council's overall Retention and Disposal Schedule.
<b>2.0</b>	<b>Background</b>
2.1	When the Mid Ulster District Council Retention and Disposal (R&D) Schedule was drawn up the council's Planning Service provided input with regard to retention periods and disposal policies for planning records. This subsequently formed part of the council's overall Retention & Disposal Schedule was considered by the Public Records Office of Northern Ireland (PRONI) within the then Department for Culture, Arts & Leisure and laid before the NI Assembly for approval.
2.2	However, across the other 10 Council's, R & D schedules for planning information were drawn up, each having their own variations on retention periods, not all of which received PRONI's agreement.
2.3	PRONI expressed a view that planning information should be retained/disposed of uniformly across all councils and asked that this be given due consideration.
<b>3.0</b>	<b>Main Report</b>
3.1	The request from PRONI was considered to work in the best interests of all Councils in that destruction of planning computer records would be required to be uniform if a shared system was agreed to be the way forward.
3.2	Senior administrative officers from the 11 Councils, under the direction of the Head of Planning from Causeway Coast and Glens Council have drawn up the revised annex to the R & D schedule. All Planning Services/ Department are content to sign up to the revisions and when informally consulted, PRONI have raised no issues with the revisions.

3.3	The major change from what was previously agreed for Mid Ulster is the reduction in the length of time planning application files that are not part of the Public Register will be retained from 7 down to 6 years. The Planning Service had initially requested a retention period of 6 years but had increased this to 7 at the request of PRONI.
<b>4.0</b>	<b>Other Considerations</b>
<b>4.1</b>	<b>Financial, Human Resources &amp; Risk Implications</b>
	Financial: Reduced storage costs should be realised when completed and implemented
	Human: Not applicable
	Risk Management: To ensure consistency in application of common retention periods across all councils with regard to planning records.
<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>
	Equality & Good Relations Implications: not applicable
	Rural Needs Implications: not applicable
<b>5.0</b>	<b>Recommendation(s)</b>
5.1	Members approve amendments to the planning section of the Retention and Disposal Schedule, the amendments when formally agreed by PRONI, will be laid before the relevant Minister and NI Assembly.
<b>6.0</b>	<b>Documents Attached &amp; References</b>
6.1	Appendix 1 Update to Retention & Disposal Schedule - Planning Section

<b>PLANNING - Paper and Electronic Records</b>				
<b>Sub-work Area – Basic Work Activities</b>	<b>Example of Records</b>	<b>Statutory provisions/Authority</b>	<b>Retention Period</b>	<b>Action at end of administrative life of record (and retention period)</b>
<b>Development Management</b>	Public Register as per Section 242	Planning Act (NI) 2011	Permanent	Permanent retention by Council
	Planning Applications Files to include but not exclusive to:- (Outline/Full/Reserved Matters/Pre Application Discussion/Pre Application Enquiry/Non Material Change/Certificate of Lawful Use or Development/Proposal of Application Notice/Listed Building Consent/Advertising Consent/Discharge of Condition/Hazardous Substance Consent/TPO's)		6 years (after date of last paper in the file)	Destroy
	Public Register of Section 26 (Regionally Significant Applications) & Section 29 (Call-In Applications)	Planning Act (NI) 2011	Permanent	Permanent retention by Council
	Applications for Certificate of Alternative Development Value (CADV's)	The Certificates of Alternative Development Value Regulations (Northern Ireland) 2015	6 years (after date of last paper in the file)	Destroy
	EIA Assessment Register	The Planning (Environmental Impact Assessment) Regulations (Northern Ireland) 2017	Permanent	Permanent retention by Council
<b>Enforcement</b>	Register of Enforcement Notices	Planning Act (NI) 2011	Permanent	Permanent retention by Council
	Enforcement Files	Planning Act (NI) 2011	1 year after Case Close unless referred to PRONI.	Destroy unless advised by PRONI to be permanently retained by PRONI and Council.
<b>Development Plan</b>	Records associated with all aspects of the process, preparation and publication of development plans from plan initiation to plan adoption stages.	The Planning (Local Development Plan) Regulations (Northern Ireland) 2015	Background Information - 6 years after adoption of plan	Destroy
			Published Plan	Permanent Retention by Council. Transfer a copy to PRONI after 6 years
	Records associated with Publications (Conservation Area Design Booklets, Design Guides etc.)	The Planning (Local Development Plan) Regulations (Northern Ireland) 2015	Background Information - 6 years after publication.	Destroy
			Publications	Permanent Retention by Council. Transfer a copy to PRONI after 6 years



<b>Report on</b>	Policy on Room Hire – Proposed Amendment
<b>Date of Meeting</b>	Thursday 3 <sup>rd</sup> May 2018
<b>Reporting Officer</b>	P Moffett, Head of Democratic Services
<b>Contact Officer</b>	P Moffett, Head of Democratic Services

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

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To consider an amendment to the council's Policy on Room Hire, with specific reference to the categories of hirers who should be levied a hire charge for hiring Council facilities.
<b>2.0</b>	<b>Background</b>
2.1	<p>The Council has a room hire policy in place, developed to specifically deal with room hire and the availability of Council Civic buildings and facilities for the transaction of council business. The hirers are categorised within the policy as:</p> <ul style="list-style-type: none"> <li>(i) Internal (council) Hirers</li> <li>(ii) Elected Members</li> <li>(iii) External Hirers</li> </ul>
2.2	The policy refers separately to Council Civic Buildings and Council Facilities, with the latter being all facilities, except the council offices, where rooms are available for hire.
2.3	In summary, the policy currently allows for Internal (Council) Hirers and Elected Members to hire/use a room in either of the council offices. Whilst only External Hirers with elected member representation from the council are given use of a room in either of the council offices. In terms of council facilities with rooms for hire are available for hire/use, in line with the policy.
<b>3.0</b>	<b>Main Report</b>
3.1	On a recent application of the policy it was identified that a consequences of one its out-workings was resulting in our elected members being charged for room hire in 'council facilities' yet external organisations/outside bodies which have elected member representation from the Council were not required to pay room hire.
3.2	To reconcile this issue it is proposed that that elected members shall not be required to pay a room hire charge in a council facility when a room in one of our Council Civic Buildings has been sought but not available.

3.3	The policy currently states that this exception (at 3.2) above “..... <i>does not apply if the civic building (council offices) is sought when it is closed/outside of normal office hours</i> ”. It is proposed that this be removed from the policy.
3.4	The revised policy is attached as appendix A to this report (refer to page5, Footnote 5).
<b>4.0</b>	<b>Other Considerations</b>
<b>4.1</b>	<b>Financial, Human Resources &amp; Risk Implications</b>
	Financial:
	Human: not applicable
	Risk Management: not applicable
<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>
	Equality & Good Relations Implications: not applicable
	Rural Needs Implications: not applicable
<b>5.0</b>	<b>Recommendation(s)</b>
5.1	That the committee considers and adopts the amendment to the policy to not charge elected members for hiring a room in a council facility, when a room is one of the civic offices is sought but not available.
<b>6.0</b>	<b>Documents Attached &amp; References</b>
	Appendix A – Policy on Room Hire – Amended (draft)



## Policy on Room Hire

Document Control			
<b>Policy Owner</b>	Head of Democratic Services		
<b>Policy Author</b>	Head of Democratic Services		
<b>Version</b>	Draft (revision)		
<b>Consultation</b>	Senior Management Team	Yes / No	
	Trade Unions	Yes / No	
<b>Equality Screened by</b>	Yes/ No	<b>Date</b>	
<b>Equality Impact Assessment</b>	N/A	<b>Date</b>	
<b>Good Relations</b>	N/A		
<b>Approved By</b>	Policy & Resources	<b>Date</b>	
<b>Adopted By</b>	Council	<b>Date</b>	
<b>Review Date</b>		<b>By Whom</b>	
<b>Circulation</b>	Councillors, Staff		
<b>Document Linkages</b>	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 <sup>1</sup>	No <sup>2</sup>
Hire Charge Levied	No	No	Yes <sup>3</sup>

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<sup>1</sup> 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

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

<sup>3</sup> 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 <sup>4</sup>	Yes <sup>5</sup>	Yes <sup>6</sup>

## (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. This refers to all political parties and independent representatives irrespective if they have representation on Mid Ulster Council or not. 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

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<sup>4</sup> 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

<sup>5</sup> 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

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

as controversial these will be reported to Council. Where there is not 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 screened with no 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	Indoor: 200 Outdoor: 500
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	180



## **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



<b>Report on</b>	GDPR Policy Changes
<b>Date of Meeting</b>	3 May 2018
<b>Reporting Officer</b>	Ursula Mezza
<b>Contact Officer</b>	Ursula Mezza

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

<b>1.0</b>	<b>Purpose of Report</b>
1.1	The report outlines changes to 2 policies to reflect the requirements of the General Data Protection Regulation (GDPR).
<b>2.0</b>	<b>Background</b>
2.1	The new GDPR comes into effect from 25 May 2018, repealing the existing Data Protection Act and bringing considerable legislative change which places more stringent requirements on organisations, particularly in terms of proving their compliance with the data protection principles.
<b>3.0</b>	<b>Main Report</b>
3.1	As part of the preparation for the introduction of GDPR, relevant policies are being reviewed and, where required, revised.
3.3	These include: <ul style="list-style-type: none"> <li>• Customer Service &amp; Complaints Policy</li> <li>• Social Media Policy.</li> </ul>
3.4	Each policy now contains a short Data Protection reference, which specifies for what purpose the Council will hold and process personal details and that it will do so in accordance with its Retention and Disposal Policy.
3.5	Each of the policies is appended to the report, with the relevant addition highlighted in red.
<b>4.0</b>	<b>Other Considerations</b>
<b>4.1</b>	<b>Financial, Human Resources &amp; Risk Implications</b>
	Financial: N/A

	Human: N/A
	Risk Management: The revisions assist in the mitigation of risk associated with non-compliance with the new GDP Regulation.
<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>
	Equality & Good Relations Implications: N/A
	Rural Needs Implications: N/A
<b>5.0</b>	<b>Recommendation(s)</b>
5.1	That the Committee accepts the GDPR additions to each policy.
<b>6.0</b>	<b>Documents Attached &amp; References</b>
	Customer Service Policy Social Media Policy



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# Customer Service Policy

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## **1.0 Introduction**

As an organisation which is primarily service-based and which has increasing responsibility for the planning, design and delivery of services which impact significantly all aspects of the lives of local people, Mid Ulster District Council is committed to adopting a customer-focussed approach to its work.

A corporate Customer Services Policy will establish the principles to which the Council is committed, together with the procedures and standards for staff, through which the Council expects to demonstrate excellence in customer service.

The policy has been created to reflect the elements within the Customer Service Excellence ® Standard. The first version of the policy (agreed by the Council in December 2014) included the principles, procedures and standards for managing complaints, which had been developed in line with the former Northern Ireland Ombudsman's document 'A framework for effective complaint handling'. The framework was recommended for any new public body when creating a complaints scheme. The revised version of the policy (November 2016), reflects recommendations and requirements of the new Northern Ireland Public Services Ombudsman.

## **2.0 Policy Aims & Objectives**

The Customer Service Policy aims to create an organisational culture which:

- focuses on the needs of customers in the design and delivery of services, whether internal or external
- seeks, listens and acts on the views of its customers
- values customer views and complaints as important sources of information for putting things right and as opportunities to improve service delivery.

The policy objectives are to:

- promote a positive customer service ethos across the organisation
- ensure staff understand customer service values and demonstrate them in their behaviours and interaction with all customers
- develop appropriate and measurable standards across all customer access channels
- ensure that meaningful engagement and consultation with customers takes place
- ensure that the results of engagement, consultation and feedback are used to influence strategic and operational decisions.

## **3.0 Policy Scope**

Everyone with whom the Council comes into contact, externally and internally, is a customer and therefore the Customer Service Policy affects residents, visitors, other organisations across the public, private, voluntary and community sectors, and all Council staff.

The policy and its procedures apply in all circumstances except where:

- other procedures are prescribed by law

- legislative or other requirements take precedence.

The policy does not apply to complaints outside the definition provided in the Complaints Procedure at Appendix 1.

#### **4.0 Linkage to Corporate Plan**

One of the six values detailed in the Council's Corporate Plan (2015-2019) is to be customer-focussed 'designing and delivering our services in response to and around the needs of our customers and within our resources'. This value applies across each of the Plan's stated Corporate Themes, but is particularly relevant to the theme 'Delivering for our People'.

#### **5.0 Roles and Responsibilities**

The Customer Services Policy acknowledges that good customer service is dependent upon a commitment from the Council as a corporate body and is the responsibility of all Council employees.

- Elected members will endorse the policy, its implementation and procedures.
- The Senior Management Team will demonstrate its commitment to the policy by adopting the customer service values and principles, promoting them among their Heads of Service and through them, the wider staff, monitoring performance and recommending change to improve customer service.
- Heads of Service will adopt and promote the customer service values and principles, ensure procedures are applied consistently across their areas of service responsibility, review standards and performance, encourage staff training and, based on customer feedback and experience, recommend developments and improvements to the Senior Management Team.
- The Organisational Development Department and Marketing Communications Service will support the dissemination of the customer service ethos throughout the organisation, particularly through a planned customer service training and development programme.
- All staff will demonstrate the customer service values and principles through their positive behaviour and professional approach to the delivery of their services and by participating in on-going training and development opportunities.

#### **6.0 Procedure and Implementation**

The policy is subject to a set of core customer service principles and a complementary set of principles for managing complaints.



## **Customer Service Principles**

- We will design and deliver our services around our customers, rather than business processes.
- We will be professional, helpful and courteous at all times.
- We will be open, transparent and proactive in our information provision.
- We will act with fairness, integrity and impartiality, according equal respect to all.
- We will use a mix of contact channels for our customers to help them reach us in a way which best suits their needs.
- We will maintain our standards across all customer contact channels and at all stages of the customer journey.
- We will undertake regular, appropriate and effective consultation with our customers to identify their needs, to inform our decisions and improve our services and performance.
- We will monitor our performance, evaluate and act on the outcomes.
- We will seek to be efficient in our customer service, using technology appropriately to improve the flexibility and accessibility of customer contact and reducing avoidable contact for our customers.
- We will develop a high standard of customer service by investing in our staff training and development and engaging with them on customer service issues.
- We will provide and maintain safe and clean facilities for our customers, minimising risk of injury to our customers and our staff.

## **Complaints Principles**

The Council, in line with its commitment to providing high standards of customer care, and to listening and acting on the views of its customers, values complaints as an important source of information for putting things right and as an opportunity to improve service delivery.

In doing so, the Council is committed to the following principles for effective complaint handling:

- Our complaints procedure will be customer-focussed, clear, accessible and simple.
- Our complaints handling will be fair and impartial.

- Our complaints handling will be timely, sensitive, effective and consistent.
- We will be accountable, acknowledge and apologise for our mistakes and put things right whenever possible.
- We will strive to use complaints as an opportunity to deliver continuous improvement in the design and delivery of our services.

These principles have been used to create a set of customer service and complaints handling standards, together with procedures for managing customer services and complaints across existing customer contact channels.

The Northern Ireland Public Services Ombudsman considers it good practice to limit any complaints procedure to two formal stages and this is the approach reflected in the Council's revised procedure (November 2016).

The Ombudsman also encourages informal resolution as a means of achieving a timely solution, while cautioning against a lack of formality which may lead to poor or no record-keeping and, therefore, no opportunity to learn from the complaint or to manage the complaint should it progress to the formal stages. This is also reflected in the complaints handling procedures.

Standards of behaviour for customers of the Council also form part of these procedures.

The standards and procedures are detailed in the Customer Service procedural document at Appendix 1.

Implementation will be via a rolling customer service training programme, featuring both general and bespoke elements, and tailored appropriately for staff.

This policy will be published in hard copy and on-line, and promoted appropriately across the Council's communication channels.

Procedures for recording customer service data and for monitoring adherence to customer service standards will be developed.

### **Data Protection**

The Council will hold the personal details provided by a customer or a complainant solely for the purposes of dealing with the customer's enquiry or complaint. Once an enquiry has been completed or a complaint has been resolved or the complainant has exhausted the Council's complaints' procedure, personal details will be retained for a period in accordance with the Council's Retention and Disposal Policy.

Personal details will not be shared with any other organisation except as outlined in this policy or in accordance with the law.

## **7.0 Impact Assessment**

- Equality screening and impact assessment

The policy has been equality screened using Mid Ulster District Council's Equality Scheme. No impact assessment was required.

- Staff and financial resources

Initial training for all front line staff was provided and financed via the Capacity Building Programme (January 2015 – March 2015) and thereafter via an on-going customer service training programme.

Implementation of the policy requires the release of staff across the organisation to attend core customer service training, with regular refresher training for key customer-facing staff.

## **8.0 Support and Advice**

For further information about the policy, please contact Ursula Mezza, Head of Marketing and Communication.

## **9.0 Communication**

The policy will be communicated internally using a range of appropriate internal communication methods, with external communication via traditional print and digital channels.

The policy will also form part of the induction process for all new staff.

## **10.0 Monitoring and Review Arrangements**

The effectiveness of the policy will be monitored using feedback from those staff involved in its implementation and data collated on performance against standards.

Formal review, with any appropriate recommendations for change, will take place annually.

# Appendix 1

## Customer Service Standards & Procedures

Please note that procedures apply in all circumstances except where other procedures are prescribed by law or legislative or other requirements take precedence, for example, under the Freedom of Information Act.

### **Council Facilities: Public Reception Areas**

In principle, any council building which is open to the public is a potential customer access point for council services.

Public reception areas in these facilities are generally multi-functional, where staff meet and greet visitors, provide telephone answering services, signpost to other organisations, deliver services directly and support other services.

They are, therefore, prime customer facing points requiring a well-trained and knowledgeable staff.

Customer facing staff working in public reception areas will:

- wear the agreed corporate uniform.
- wear the agreed corporate name badge.
- greet every customer.
- give priority to those customers present in the reception area over telephone answering, dealing with other issues or dealing with staff.
- not use personal mobile phones at their work station, except in cases of emergency.

Council staff who do not work in public reception areas but who interact or transact business with customers in those spaces, will give priority to dealing with those customers and will adhere to the principles, procedures and standards in the Customer Service policy.

Council staff who do not work in public reception areas will only spend time in those areas and with the reception-based staff when they are dealing with work-related issues.

### **Telephone Answering**

The telephone remains an important tool for customers contacting the Council, and is cited as a preferred method when making service enquiries. Maintaining a high standard of customer telephone contact across the organisation is, therefore, essential to perceptions of the Council as a customer-focussed organisation.

- All staff will aim to answer phone calls within 20 seconds.
- All staff will answer the phone to an external caller by saying good morning, good afternoon, good evening, followed by the council/department/service name as appropriate, followed by their first name and a phrase, such as 'can I help you?' or 'how can I help you?'.
- All staff will endeavour to deal with customer queries and requests directly and will only transfer a call to another member of staff if the caller specifically requests to speak to a named officer or if they do not have the information required.
- Where a caller wishes to speak to a member of staff who is unavailable, the staff member dealing with the call must always offer to help, take a message or, if applicable, provide a mobile telephone number.
- If a member of staff is on leave, the call should be transferred to another nominated member of staff who will be able to deal with the issue or query.
- If a call cannot be dealt with directly or transferred to an appropriate officer for response, a message should record the caller's contact details and sufficient information about the subject of the call. Staff should avoid telling a customer that another member of staff is sick, at lunch, on a tea break or busy and should not ask a customer to ring back.
- Where an issue or query raised by telephone cannot be dealt with immediately, the responsible officer will provide a reply as soon as possible, adhering to the response times for written communication, but recognising that telephone contact is expected to be, and should be, considerably more rapid.
- Where a caller contacts the Council about a service, facility or responsibility of another organisation, all staff will provide a 'signposting' service, providing points of contact for the other organisation whenever possible.
- Telephone messages must be communicated in a timely manner.
- Where voice mail is used for 'out of office' cover, the member of staff must record an appropriate greeting and must respond to messages in a timely manner or ensure messages are passed to another appropriate member of staff for prompt call back.
- Voice mail should not be used as 'out of office' cover for extended periods of time. Calls should be diverted to an appropriate extension.
- The use of speakerphones should be avoided and when used, customers must be informed they are on speaker and who else is present.

## Written Communication

Any letter or email communication is accepted by the recipient as being from 'the Council' and therefore all care must be taken to ensure that content, language and grammar are correct and the tone of the correspondence is suitable.

While often considered more informal, particularly when used internally, email communication should adhere to the same standards as traditional letters.

As well as the standards below, written communication will also follow guidance contained in the Communications Policy, specifically those parts relating to the use of the Council's brand, font type and size, and the procedure for managing requests for information in alternative formats, including languages other than English.

- All letters issued by council officers will be issued on the official Mid Ulster District Council letterhead.
- Where hard copy information which does not require an accompanying letter is being issued by post an official Mid Ulster District Council compliment slip should be used.
- In formal written correspondence, the Council will be referred to as Mid Ulster District Council.
- In all written communication, the first name and surname of the officer signing the correspondence will be used, together with job title. Contact details, including direct dial telephone numbers and email address, where applicable, will be provided to ensure customers have an easily identifiable point of contact. Normally, formal correspondence will be signed by a senior member of staff (Director, Head of Service or other officer designated by a Director).
- Standard phrases to close letters will be used as appropriate, that is 'yours sincerely' or 'yours faithfully'. When appropriate, officers may use less formal closing phrases, such as 'kind regards' or 'best wishes'. Phrases such as 'yours in sport' are not to be used.
- All staff with a '@midulstercouncil.org' email address must use the standard email template, including the agreed signature template.
- Out of office automatic email response must be enabled where a member of staff will be absent for more than 1 working day. The out of office message must provide an alternative point of contact for enquiries and the agreed point of contact for anyone making a request under the Freedom of Information Act, Environmental Information Regulations or Data Protection Act.
- All correspondence by letter received by the Council will be acknowledged within 3 working days, unless a full response is to be issued in the interim period. Acknowledgements should be issued by email whenever possible.

- All external correspondence received by email will be acknowledged within 3 working days, unless a full response is to be issued in the interim period.
- All correspondence will receive a response within 15 working days. Where a response cannot be issued within the 15 working day timeframe, the Council will contact the customer to provide an explanation and a new target response time.
- When appropriate, a response to written correspondence can be made by telephone or in person, in which case a file note should be made and retained to record details of the contact, including date, time and outcome.

Councillors routinely receive written correspondence, by letter, by email and via on-line channels and routinely respond in their capacity as individual elected members.

- Where an elected member receives correspondence relating to Council business in an official capacity (as Chair, Deputy Chair or Chair of a Committee), the appropriate senior council officer will, on request, assist in providing information to facilitate a response which reflects the corporate position or, if requested, draft a response.

### **Standards For Our Customers**

We are committed to providing a high quality service that meets the needs of our customers. In return, we expect certain standards from our customers:

- We expect our customers to treat all of our staff with the respect that they themselves would wish to receive.
- We do not expect our customers to threaten, physically or verbally abuse any of our staff.
- In the event that we make a mistake, we will always try to make amends. Abuse of staff in these or any other circumstances does not help any situation. During a telephone call, should such abuse reach an unacceptable level, staff will politely end the conversation. In person-to-person circumstances staff will remove themselves from the situation and call for assistance if required. All incidents of abusive behaviour will be recorded.
- We expect all our customers to co-operate with any reasonable instructions or requests from our staff.
- Our customers will not wilfully harm things owned by the Council, Councillors or staff.

As identified by the Ombudsman (Policy on Unacceptable Behaviour by Complainants, The Ombudsman Policy, November 2012 - <https://nipso.org.uk/site/wp-content/uploads/2016/02/Policy-on-Unacceptable-Behaviour-by-Complainants-.pdf>), complainants whose actions or behaviour are

considered to be unacceptable generally fall into the following three broad categories:

### **Aggressive or Abusive Behaviour**

Violence is not restricted to acts of aggression that may result in physical harm. It also includes behaviour or language (whether oral or written) that may cause staff to feel afraid, threatened or abused.

Examples of actions or behaviours which fall under this heading include threats, physical violence, personal verbal abuse, derogatory remarks, and rudeness. Inflammatory statements and unsubstantiated allegations may be regarded as abusive behaviour.

Staff can expect to be treated courteously and with respect. Violence or abuse towards staff is unacceptable. Staff understand that the anger felt by many complainants is directed towards the subject matter of their complaint. However, it is not acceptable when that anger escalates into aggression directed towards staff.

### **Unreasonable Demands**

Complainants may make unreasonable demands through the amount of information they seek, the nature and scale of service they expect, or the number of approaches they make. What amounts to unreasonable demands will always depend on the circumstances surrounding the behaviour, and the seriousness of the issues raised by the complainant.

Examples of actions which fall under this heading include vexatious complaints, demanding responses within an unreasonable timescale, insisting on seeing or speaking to a particular member of staff who is unavailable, continual phone calls or letters, repeatedly changing the substance and focus of the complaint, or raising unrelated concerns. Such demands may be considered unacceptable and unreasonable if they start to impact substantially on the work of the Council, i.e. taking up an excessive amount of staff time to the disadvantage of other complainants or functions.

### **Unreasonable Persistence**

Some complainants will not, or cannot, accept that the Council is unable to assist them further or provide a level of service other than that provided already. Complainants may persist in disagreeing with the action or decision taken in relation to their complaint or contact the Council persistently about the same issue.

Examples of actions which fall under this heading include vexatious complaints (note the Ombudsman's 2012 policy on unacceptable behaviour - <https://nipso.org.uk/site/wp-content/uploads/2016/02/Policy-on-Unacceptable-Behaviour-by-Complainants-.pdf> provides definitions of what may constitute a vexatious complaint), persistent refusal to accept a decision made in relation to a complaint, persistent refusal to accept explanations relating to what the Council can or cannot do, and continuing to pursue a complaint without presenting any new information. The actions of persistent complainants are considered to be unacceptable when they take up a disproportionate amount of time and resources.

### **Managing Unacceptable Actions or Behaviour**

The Council will endeavour to allow a complaint to proceed through the normal complaints' handling process. However, to manage unacceptable actions or behaviour, the Council may decide to restrict contact in person, by telephone, fax,



letter or electronically, or by any combination of these.

## **Complaints Standards & Procedures**

### **Definition of a complaint**

In line with the Ombudsman's definition, the Council considers a complaint to be:

*'Any oral or written expression of dissatisfaction by any person, however made, about the service, actions or inactions of the Council or its officers which requires a response.'*

This definition excludes requests for a Council service, information requests or appeals to a tribunal. It also excludes any complaints which are governed by other legislative processes or have distinct or separate mechanisms to handle complaints (e.g. internal grievance and disciplinary policies).

### **Who can make a complaint**

The definition of a complaint allows 'any person' to express their dissatisfaction.

On occasions when the 'aggrieved' party may be incapable of making a complaint (a minor or person suffering from an illness or other incapacity), the Council will accept a complaint made on their behalf on receipt of a letter of authorisation or power of attorney.

At any stage the customer may seek the advice and / or support of their local Councillor, MLA or MP in dealing with a complaint against the Council. Councillors should make their constituent aware of this procedure, and complaints passed on by them will be processed in accordance with it.

Employees may also use the complaints process to make a complaint about services or actions of the Council which they experience as a customer. Complaints relating to their employment with the Council will be dealt with via the relevant internal procedure.

### **How to complain**

Complaints can be made in person, by telephone, by email, by post and on-line.

In person: at any staffed council facility.

By telephone: 03000 132 132

By email: [info@midulstercouncil.org](mailto:info@midulstercouncil.org)

In writing: Council offices, Burn Road, Cookstown; Council offices, Circular Road, Dungannon; Council offices, Ballyronan Road, Magherafelt.

On-line: [www.midulstercouncil.org](http://www.midulstercouncil.org)

### **Informal Procedure**

Where possible, the Council will aim to resolve complaints informally at the point of service through direct and prompt engagement with the complainant and with the involvement of the level of management where required.

## **Formal Procedure**

Stage 1: A complaint is considered by the relevant service and a response issued by the relevant Head of Service, with input by the relevant senior officer as required.

We will not investigate complaints relating to issues which are greater than 3 months old.

Stage 2: If the complainant feels the complaint has not been resolved adequately and is unhappy with the outcome of Stage 1, the complainant may ask for the complaint to be referred to the Chief Executive or the Chief Executive's nominee who will review the investigation and issue a final response.

The complainant must request a Stage 2 review within 10 working days of the receipt of the outcome of Stage 1, and make clear why a Stage 2 review is being requested.

A complainant who is dissatisfied with the outcome of the Council's investigation at the conclusion of Stage 2, may then refer the complaint to the Northern Ireland Public Services Ombudsman.

From 1 April 2016, the Council is required to give a complainant written notice advising them:

- when the Council's internal complaints procedure has been exhausted
- that they may refer the matter to the Ombudsman if they remain dissatisfied
- of the time limit for making such a referral (generally within 6 months of the completion of the Council's complaints procedure)
- how to contact the Ombudsman.

This advice must be issued within two weeks of the day on which the complaints procedure has been exhausted.

Where a complaint relates to a Director or Head of Service who would normally be responding, the issue will be passed to another appropriate member of staff.

## **Response standards**

Complaints made in writing (by post, email or on-line) will be acknowledged in writing within 3 working days and contain the name and contact details of the member of staff dealing with the complaint. Acknowledgements should be issued by email whenever possible.

Where a complaint is received in person or by telephone, the complainant's relevant contact details must be recorded to allow acknowledgements and responses to be issued as appropriate.

All complaints will be responded to within 15 working days. If a complaint cannot be responded to within 15 working days, the Council will contact the complainant to provide an explanation and a new target response time.

### **Cross-Departmental Complaints**

Where a complaint concerns the services delivered by more than one Department, a lead Department will take responsibility for co-ordinating a single corporate response and for ensuring that procedures and standards are adhered to.

### **Anonymous complaints**

The Council will not normally investigate anonymous complaints. However, the Council recognises that its complaints procedure must be sufficiently flexible to allow anonymous complaints to be investigated in exceptional circumstances where the complaint identifies systemic issues of concern.

### **Special or unusual cases**

The Council's complaints procedure will also be sufficiently flexible to allow special or unusual cases to be dealt with. For example, where a complaint highlights financial impropriety or any criminal activity, the Council will obtain legal advice or pass the complaint to a designated fraud officer to ensure that any evidence pertaining to a potential criminal investigation is not tampered with or lost.

### **Making a complaint about a Councillor**

Under the Local Government Act (NI) 2014, Councillors are bound by a mandatory Code of Conduct (<https://nipso.org.uk/nilgcs/>) which sets out the principles and rules which Councillors must observe.

Anyone who believes that a Councillor has breached the Code of Conduct may complain in writing to the Northern Ireland Local Government Commissioner For Standards (also the Ombudsman) who has the power to investigate.

### **Recording and monitoring**

Accurate recording of complaints is essential to ensure they are handled effectively, and to ensure information on the nature, number and outcome of complaints can be collated, analysed and used to inform decision-making, service design and delivery.



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# Social Media Policy

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## **1.0 Introduction**

Mid Ulster District Council recognises the widespread personal use of social media by Council employees and the opportunities for the Council to use social media to communicate and engage with a variety of stakeholders at a range of levels.

However, the use of social media by council employees does have associated risks, including, to the Council's reputation, to the retention of confidential and proprietary information or to compliance with legal obligations. It also has implications for levels of productivity and how ICT systems are used.

The Council has a duty of care for the safety and privacy of those employees who are designated to use social media as part of their job role.

## **2.0 Policy Aims & Objectives**

The Social Media Policy aims to minimise the risks associated with the use of social media by Council employees and ensure all employees are aware of their responsibilities.

The policy objectives are to:

- provide clear information and guidance to all council employees concerning their personal use of social media.
- provide clear information, guidance and support to those council employees who use social media as part of their work.
- avoid a potential loss of productivity as a result of social media use.
- ensure the Council's ICT resources and systems are used for appropriate business and service delivery purposes.

## **3.0 Policy Scope**

The Social Media Policy applies to all employees, including casual and agency staff, and their use of social media for both working and personal purposes, whether during or outside of office hours, and regardless of whether social media sites are accessed using Council facilities and equipment or equipment belonging to employees.

The policy is also applicable to third parties who have access to the Council's ICT systems and equipment.

Social media is defined as a type of interactive online media that allows parties to communicate instantly with each other or to share data in a public forum and the policy is applicable to any social media site. Social media includes, but is not limited to, online social forums such as Twitter, Facebook and LinkedIn, as well as blogs and video and image sharing sites such as YouTube, Instagram and Flickr.

## **4.0 Linkage to Corporate Plan**

In its Corporate Plan for the transitional period, the Council has prioritised the development and implementation of 'systems to underpin and deliver services' and

the Social Media Policy is designed to support this stated objective and to contribute to the smooth transfer and harmonisation of services.

## **5.0 Roles and Responsibilities**

- Elected members will endorse the policy, its implementation and procedures.
- The Senior Management Team will demonstrate its commitment to the policy and have overall responsibility for its implementation and effective operation.
- Heads of Service and line managers will be responsible for the day-to-day operation of the policy.
- The Organisational Development Department, Marketing Communications Service and ICT Service will monitor and review the operation of the policy.
- Employees designated to use social media as part of their job roles must attend training on protection and privacy of social media channels to ensure they are aware of the privacy safeguards they should take to protect their own personal safety. Thereafter, they must take the appropriate steps to protect their personal privacy.
- All employees will be responsible for ensuring they understand the policy, operate within it, and report any misuse of social media to the appropriate line manager.

## **6.0 Procedure and Implementation**

The policy is subject to a set of guidelines which are at Appendix 1.

## **7.0 Impact Assessment**

- Equality screening and impact assessment

The policy will be equality screened using Mid Ulster District Council's Equality Scheme.

- Staff and financial resources

Implementation of the policy requires the release of staff across the organisation to attend training in the Social Media Policy and related policies.

## **8.0 Support and Advice**

For further information about the policy, please contact Ursula Mezza, Marketing Communications Manager.

## **9.0 Communication**

The policy will be communicated internally using a range of appropriate internal communication methods.

The policy will also form part of the induction process for all new staff.

## **10.0 Monitoring and Review Arrangements**

The effectiveness of the policy will be monitored using feedback from those staff involved in its implementation and formal review, with any appropriate recommendations for change, will take place 1 year after implementation.



## **Appendix 1**

### **Guidelines for the use of social media by employees**

#### **Use of social media as part of a job role**

Employees will not establish social media sites on behalf of the Council or any of its services or facilities without approval by the marketing and communication service.

Employees using Council and other social media sites as part of a job role must be authorised to do so and must be aware at all times that, while contributing to social media, they are representing the Council.

All postings must, therefore:

- clearly be made in an official capacity.
- have a purpose and benefit for the Council.
- reflect the 'voice' of the Council in language and tone.
- be authorised.

#### **Data Protection**

Where a person contacts the Council via direct or private message on the Council's social media channels, the Council will hold any personal details provided solely for the purposes of dealing with the customer's enquiry. Once an enquiry has been completed, personal details will be retained for a period in accordance with the Council's Retention and Disposal Policy. Personal details will not be shared with any other organisation except as outlined in this policy or in accordance with the law.

#### **Use of social media in a personal capacity**

Employees will have their own social media accounts and use social media in a personal capacity and are, therefore, personally responsible for what they communicate.

Employees should only access social media sites on Council ICT systems and equipment during official rest breaks such as lunch and/or break times.

Employees may only use their own computers or devices to access social media while they are at work during official rest breaks.

#### **1. Distinguishing between the personal and the professional**

When using and posting on social media sites in a personal capacity, there must be a clear distinction between the personal and work.

- Employees must only use personal email addresses when logging onto a personal account and when communicating in a personal capacity via social media sites.
- Employees must not define or cross refer themselves in their professional capacity.

- Social media profiles and content posted must be consistent with the employee's professional image at work.
- Employees must make it clear in social media postings that they are posting in a personal capacity.
- Employees who use social media sites to portray their views on topics, even in a private or personal capacity, should exercise caution to ensure that, as a result of the nature, level or perception of their post, they do not breach the Council's social media or other policies.
- Employees should be cautious when adding contacts made in an official capacity to personal social media sites.
- Employees should not post anything related to the Council's customers, its employees, suppliers and vendors or any other stakeholders and affiliates without their prior written permission.
- Employees should never provide references for other individuals on social media sites, including professional networking sites, that are either positive or negative, which could be attributed to the Council and create legal liability for both the author of the reference and the Council.
- Employees should never use social media in a way which breaches any other Council policy, laws or ethical standards.

## **2. Protecting the Council's reputation**

All employees are responsible for protecting the Council's reputation and should avoid social media communications that might be misconstrued in a way that could damage, or potentially damage, the Council's reputation, even indirectly.

- Employees are prohibited from posting disparaging, offensive, obscene, discriminatory or defamatory statements about the Council, its customers, its employees, suppliers and vendors or any other stakeholders and affiliates
- If employees disclose they are an employee of the Council in a posting, they must state that any views do not represent the Council. For example, a posting could state, "*the views in this posting do not represent the views of my employer*".
- Postings about sensitive council-related topics must be avoided. Even if employees make it clear that their views do not represent those of the Council, their comments could still damage the Council's reputation.
- If employees are uncertain or concerned about the appropriateness of any statement or posting, they should refrain from making the communication, or take advice from Organisational Development or Marketing Communications staff.

- If employees see or become aware of content on social media sites that disparages or reflects poorly on the Council or any of its employees or which would potentially breach Council policies, they are encouraged to inform their line manager in the first instance.

### **3. Respecting intellectual property and confidential information**

- Employees are prohibited from disclosing confidential or proprietary information and intellectual property.
- Employees must not misappropriate or infringe the intellectual property of other councils, organisations or individuals.
- Employees must not use the Council's corporate, service or place branding, in a personal capacity without prior written permission.



<b>Report on</b>	External Signage – Arts & Cultural Facilities
<b>Date of Meeting</b>	3 May 2018
<b>Reporting Officer</b>	Ursula Mezza
<b>Contact Officer</b>	Ursula Mezza

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

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To consider draft designs for new external signage at the Council's three arts and culture venues: The Burnavon, Ranfurly House & Hill of The O'Neill and Seamus Heaney HomePlace.
<b>2.0</b>	<b>Background</b>
2.1	The Council is undertaking a brand implementation programme, which is currently prioritising new external signage at key entry points to the district and at the entrances to facilities.
<b>3.0</b>	<b>Main Report</b>
3.1	The three arts and cultural venues do not currently have external signage which reflects the Council's branding and identifies them as Mid Ulster District Council facilities.
3.2	Draft designs, presented in dual language in line with the Council's policy, have been produced for each facility and are shown in the attached artwork.
3.3	The signs for HomePlace and Ranfurly House & Hill of The O'Neill will be free-standing at the entrances while the Burnavon sign is likely to be fixed to a wall at the centre.
3.4	The final choice of sign location will, however, be dependent on a site survey and this may also determine if additional information is to be provided, e.g. 'main entrance' or opening hours. In such cases any additional text will be presented in dual language.
3.5	If agreed, the designs will pass to the Council's technical teams for specification, procurement and installation.
<b>4.0</b>	<b>Other Considerations</b>
<b>4.1</b>	<b>Financial, Human Resources &amp; Risk Implications</b>
	Financial: £3,750 approximately

	Human: N/A
	Risk Management: N/A
<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>
	Equality & Good Relations Implications: N/A
	Rural Needs Implications: N/A
<b>5.0</b>	<b>Recommendation(s)</b>
5.1	That the Committee accepts the arts and cultural facility external designs.
<b>6.0</b>	<b>Documents Attached &amp; References</b>
	Draft sign designs.



*Seamus Heaney*  
**HomePlace**

Life, Literature & Inspiration

**Fáilte**

**Welcome**

[www.seamusheaneyhome.com](http://www.seamusheaneyhome.com)



Comhairle Ceantair  
**Lár Uladh**  
**Mid Ulster**  
District Council



HILL *of* THE O'NEILL  
& RANFURLY HOUSE  
ARTS & VISITOR CENTRE

Fáilte

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Welcome

[www.dungannon.info](http://www.dungannon.info)



Comhairle Ceantair  
**Lár Uladh**  
**Mid Ulster**  
District Council



the burnavon  
arts & cultural centre

Fáilte

Welcome

[www.burnavon.com](http://www.burnavon.com)



Comhairle Ceantair  
**Lár Uladh**  
**Mid Ulster**  
District Council



<b>Report on</b>	Earls Project – Purchase of Lands at Killymerron Park, Dungannon
<b>Date of Meeting</b>	3 <sup>rd</sup> May 2018
<b>Reporting Officer</b>	Claire McNally, Council Solicitor
<b>Contact Officer</b>	Claire McNally

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

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To update members on the terms of the transfer of lands at Killymerron Park, Dungannon;
1.2	To seek Members' approval to progress the purchase of Lands at Killymerron Park, Dungannon.
<b>2.0</b>	<b>Background</b>
2.1	The Earls Project ("the Project") which is a European Pease III Funded Project was initiated by the former Dungannon & South Tyrone Borough Council and commenced in late 2014.
2.2	In July 2015 the Council resolved that officers progress with the transfers and other agreements in relation to various pieces of land as part of the Project. In taking the legalities of this Project forward a number of land transactions that had been previously approved by Council have now been revised. Updated reports will follow when appropriate in relation to the remainder of the lands.
2.3	Part of the lands at Killymerron Park which contain the MUGA, were to be transferred to the Council from the NI Housing Executive.
<b>3.0</b>	<b>Main Report</b>
3.1	In relation to the purchase of Lands at Killymerron Park, Dungannon ("the Lands"), it transpires that Council approval had previously been provided to purchase the Lands, but all the detail of same had not been provided.
3.2	Council approval was previously obtained for the transfer of these Lands in July 2015, however, the correct transferor details and valuation figure were not included. The correct details for this transaction are reflected in Table 1 below. All other aspects of the transaction remain unchanged.

3.3	<b>Table 1</b>									
	<table><tr><th colspan="3">Land Transfers</th></tr><tr><th>Transferor</th><th>Location</th><th>Valuation</th></tr><tr><td>NIHE</td><td>Lands at Killymerron Park – Windmill Wood MUGA</td><td>£1,000 – Freehold NIHE engaged with LPS for valuation</td></tr></table>	Land Transfers			Transferor	Location	Valuation	NIHE	Lands at Killymerron Park – Windmill Wood MUGA	£1,000 – Freehold NIHE engaged with LPS for valuation
Land Transfers										
Transferor	Location	Valuation								
NIHE	Lands at Killymerron Park – Windmill Wood MUGA	£1,000 – Freehold NIHE engaged with LPS for valuation								
3.4	A contract and conveyance between NIHE and the Council for these Lands was previously executed and sealed at the Council meeting held on 14 <sup>th</sup> December 2016. However, in an abundance of caution, it was felt that the Council approval needed to be regularised in order to accurately reflect Table 1 and therefore the contractual offer with NIHE was withdrawn.									
3.5	Discussions with NIHE have since taken place with the Council’s contractual offer having now been reinstated with a view to progressing this conveyance through to completion.									
4.0	<b>Other Considerations</b>									
4.1	<b>Financial, Human Resources &amp; Risk Implications</b>									
	Financial: The Council will be responsible for payment of £1,000 consideration to NIHE as the “purchase price”; LPS fees (amount unknown); and its own legal fees.									
	Human: Officer time in completing the matter.									
	Risk Management: N/A									
4.2	<b>Screening &amp; Impact Assessments</b>									
	Equality & Good Relations Implications: N/A									
	Rural Needs Implications: N/A									
5.0	<b>Recommendation(s)</b>									
5.1	That Members note the amended terms in Table 1 of this report and approve that the Council progresses the purchase of Lands at Killymerron Park, Dungannon through to completion.									
6.0	<b>Documents Attached &amp; References</b>									
6.1	N/A									

<b>Report on</b>	Service Improvement Plan 2018-19 for Legal Services
<b>Date of Meeting</b>	3 <sup>rd</sup> May 2018
<b>Reporting Officer</b>	Claire McNally, Council Solicitor
<b>Contact Officer</b>	Claire McNally, Council Solicitor

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

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To seek members' approval in respect of the Service Improvement Plan 2018-19 for Legal Services.
<b>2.0</b>	<b>Background</b>
2.1	Part 12 of the Local Government (Northern Ireland) Act 2014 places a general duty on all councils to secure continuous improvement in the exercise of its functions. In working towards achieving this, a Service Improvement Plan 2018-19 for Legal Services ("SIP") has been prepared and is attached at Annex A. This SIP is based on and aims to contribute towards the Council's Corporate Plan priorities, the Council's Improvement Plan Objectives and the Community Plan themes.
<b>3.0</b>	<b>Main Report</b>
3.1	The SIP confirms the purpose of the service, its responsibilities, its stakeholders, budgetary arrangements and staffing complement to run the Service in 2018-19.
3.2	The SIP does not detail everything Legal Services will do in 2018-19 but it does set a work plan of core activities and identifies an action plan.
3.3	The latest SIP for Legal Services was for 2016/17 and this is reflected in the Performance overview at section 1.4.
<b>4.0</b>	<b>Other Considerations</b>
<b>4.1</b>	<b>Financial, Human Resources &amp; Risk Implications</b>
	Financial: N/A
	Human: Officer time in managing and implementing the SIP
	Risk Management: Reflected in Risk Register for Legal Services

<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>
	Equality & Good Relations Implications: N/A
	Rural Needs Implications: N/A
<b>5.0</b>	<b>Recommendation(s)</b>
5.1	That members approve the Service Improvement Plan for Legal Services attached at Annex A.
<b>6.0</b>	<b>Documents Attached &amp; References</b>
6.1	Annex A – Service Improvement Plan 2018-19 for Legal Services.



# ***Legal Services Chief Executive's Department***

## **SERVICE PLAN - 2018 / 19**

	Date
Consulted within staff team	11/04/2018
Discussed & signed off by Director	23/04/2018

# CONTENT

SECTION	TITLE
<b>1.0</b>	<b>OVERALL PURPOSE &amp; SCOPE OF THE SERVICE</b>
1.1	Purpose and scope of the service
1.2	Responsibilities
1.3	Customers & Stakeholders
1.4	Performance Overview
<b>2.0</b>	<b>SERVICE WORK PLAN - 2018/19</b>
2.1	Budget - 2018/19
2.2	Staffing Complement – 2018/19
2.3	Service Work Plan – 2018/ 19
<b>3.0</b>	<b>IMPROVING OUR SERVICE AND MANAGING PERFORMANCE - 2018/19</b>
3.1	Council’s Improvement Objectives and Associated Programs - 2018/19
3.2	Service Contribution to the Corporate Improvement Objectives
3.3	Risk Management of Service



## **1.0 OVERALL PURPOSE AND SCOPE OF THE SERVICE**

### **1.1 Purpose and Scope of the Service**

The service is responsible for the management and the provision of a comprehensive legal advice and support service to the Council across the Council's wide range of functions and responsibilities. The aim of the service is to provide high quality and timely advice to the Council in order to assist it operating within the wider legal landscape.

### **1.2 Responsibilities**

The service is specifically responsible for the following:

- The provision of proactive, accurate and timely professional legal advice on matters relating to the functions and the exercise of the powers and duties of the Council;
- The drafting and settling of legal documentation;
- The provision of training and information on legal and quasi legal matters to officers and Elected Members as required;
- The instigation and defence of claims, actions, applications and other legal proceedings, including representation, as required on behalf of the Council;
- To liaise with other legal professionals, the courts, government departments, statutory bodies and other organisations in relation to legal matters pertaining to the Council.

### **1.3 Customers & Stakeholders**

<b>Customers &amp; Stakeholders</b>
• The Council; officers and Elected Members
• Other members of the legal profession, including solicitors and barristers
• The judiciary and court officials
• Individuals residing in and businesses and organisations operating within the district
• Other government departments and agencies
• Other councils, statutory bodies

### **1.4 Performance Overview**

The following table provides a progress summary and the impact made by the latest available Service Plan (2016-2017). It also details key successes, remaining challenges for the Service and how it made a difference.

Performance Overview
A Service Improvement Plan for the Service was not implemented for 2017/18. Therefore, the progress summary is benchmarked against 2016/17
<ul style="list-style-type: none"> <li>A bespoke legal services case management system has been implemented, which has led to a more harmonised and efficient way of providing legal services;</li> <li>An internal review on the engagement of legal services is underway in order to ascertain how legal services can better serve the Council;</li> </ul>

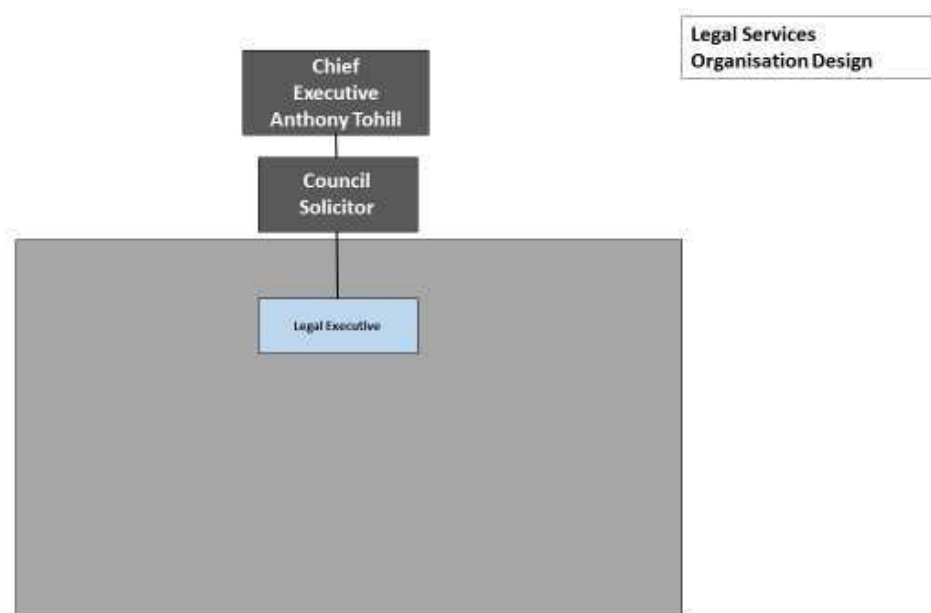
## 2.0 SERVICE WORKPLAN 2018/19

The following tables confirm the resources, financial and people, which the Service has access to throughout 2018-19 to deliver its actions, activities and core business.

### 2.1 Budget 2018/19

Service Budget Headings	£
Legal Fees	129,497
Payroll and mileage	103,550
Gross Budget	233,047
Income	
Net Budget for 2018-19	233,047

### 2.2 Staffing Complement - 2018/19



Staffing	No. of Staff
Head of Service	1

Managers	
Officers	1
Remaining Team	
<b>Total</b>	<b>2</b>

### **2.3 Service Work Plan - 2018/19**

This plan confirms the core activities and actions which will form your Service Work Plan for 2018-19. This should be a high level capture of the Service activities and work which it will focus on throughout 2018-19. The Plan links to the Council's 2015-2019 Corporate Plan priorities, Annual Corporate Improvement Plan Objectives, Corporate Indicators and Mid Ulster Sustainable Community Plan themes & outcomes:

## SERVICE WORK PLAN

Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 3.3 Education &amp; Skills - We are more entrepreneurial,</i>	<i>CRP 1.6 Delivering for Our People - Integration of a culture of service improvement as the key to service delivery.</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
Improve access to and the provision of high quality legal advice throughout all departments within the Council.	Review progress within Legal Services on a monthly basis. Seek feedback from departments on a quarterly basis.	Currently no target timescales to reply to internal correspondence/requests. No formal method of evaluation or feedback from service users.	Average of 90% of all Instructions Sheets replied to within agreed time.	<ul style="list-style-type: none"> <li>Implement a Proforma for seeking legal advice;</li> <li>Develop a programme of engagement with each department/directorate;</li> <li>Develop a means for evaluation.</li> </ul>	30 <sup>th</sup> June 2018 – all initial Engagement sessions completed and Evaluation agreed; 30 <sup>th</sup> September 2018 – begin department feedback/evaluation	Claire McNally	That legal services better delivers for its users in order to assist with more innovative and competitive outcomes for the Council.



### **3.0 IMPROVING OUR SERVICE AND MANAGING PERFORMANCE**

#### **3.1 Annual Improvement Objectives and Associated Programs**

The Council has set a number of annual improvement objectives and associated programs (projects and activities) for 2018/19 which aim to bring about improvement. The improvement objectives and key improvement programs, set out Council's contribution to the sustainable Community Plan for the District; against which we can monitor and report progress.

Each Council department provides resources to assist with the improvement activities contained within each improvement project (individual service improvement contribution activity linked to corporate improvement programs can be found in 3.2 of the service plan). The annual improvement objectives also align to the Council's main corporate planning document (Corporate Plan 2015 - 2019), which contains the council's strategic direction and main priorities.

The Council will focus on the following improvement objectives for 2018 to 2019:

- (i) To assist in the growth of the local economy by increasing the number of visitors to our district.
- (ii) To help manage our waste and environment by reducing the amount of waste going to landfill.
- (iii) To improve the accessibility of our services by increasing the number available online.
- (iv) To support people to adopt healthier lifestyles by increasing usage of Council Recreational facilities

We utilise outcome based accountability methodology to manage our performance. This tells us the impact our services are having on communities. Further detailed information relating to Council's improvement objectives, associated activities, outcome indicators, projects and targets is available at [www.midulstercouncil.org/Council/Performance](http://www.midulstercouncil.org/Council/Performance) (*Mid Ulster Council's Improvement Plan 2017/18 – 2018/19*) or by contacting the Democratic Services Team on 03000 132132.

### **3.2 Service Contribution to the Corporate Improvement Objectives/Projects**





### **3.3 RISK MANAGEMENT OF SERVICE**

The purpose of risk management is to manage the barriers which prevents the Council from achieving its objectives. This section of the service plan includes space for the Service to input their key risks (in summary form), which have been identified during the business planning process. The Council uses risk management to maximize opportunities and minimize risks. This improves its ability to deliver priorities and improve outcomes. This is why the Council deems it important to link business planning and risk management. Risk Management aims to:

- Help the Council achieve its overall aims and objectives
- Manage the significant risks the Council faces to an acceptable level
- Assist with the decision making process
- Implement the most effective measures to avoid, reduce and control those risks
- Balance risk with opportunity
- Manage risk and internal controls in the most effective way.

This table illustrates the risks identified to deliver the Services business in 2018-19.

Risk Ref Number	Description of Risk	Risk Rating	Mitigation Activity
1.	<i>Potential increase in legal challenges especially in light of new legislation and responsibilities of the Council</i>	6	<i>Ensure legal advice is being sought in a timely fashion and at the correct stage of the process; Identify and address training needs; Ensure lessons are learned, where appropriate, during and after any legal cases; Continuously improve services by aiming to provide proactive legal advice and assistance.</i>
2.	<i>Brexit</i>	9	<i>Ensure knowledge base is maintained and keep abreast of various stages of Brexit and its potential consequences for local government. Identify any further training needs to increase knowledge.</i>

Rating	Descriptor
16 - 25	Extreme Risk (immediate action required)
10 - 15	High Risk (urgent action required)
7 - 9	Moderate Risk (action required)
1 – 6	Low Risk (keep under review)



<b>Report on</b>	Organisational Development Service Plan 2018/2019
<b>Date of Meeting</b>	3 May 2018
<b>Reporting Officer</b>	Marissa Canavan, Director of Organisational Development
<b>Contact Officer</b>	Marissa Canavan, Director of Organisational Development

<b>Is this report restricted for confidential business?</b>		Yes	x
If 'Yes', confirm below the exempt information category relied upon		No	
x	Information relates to an individual		
x	Information is likely to reveal identity of an individual		

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To inform members of the Service Plan for Organisational Development Department for 2018/2019
<b>2.0</b>	<b>Background</b>
2.1	The Service Plan identifies the Purpose and Scope of the Organisational Development Department, provides an overview of the performance of the Department during 2017/18, and confirms the service work plan for year 2018/2019.
<b>3.0</b>	<b>Main Report</b>
3.1	<p>The Service Plan helps ensure our services are accountable, planned and clear, and that our performance is measured.</p> <p>The key priorities for Organisational Development Department for Year 18/19 are focussed around the implementation of a new HR/Payroll integrated IT system, HR Policy development and implementation, transforming leisure services, learning &amp; development for all employees, health &amp; well being of all our employees, GDPR compliance, increased online services and continued delivery of registration services.</p>
<b>4.0</b>	<b>Other Considerations</b>
	<b>Financial, Human Resources &amp; Risk Implications</b>
<b>4.1</b>	Financial:

<b>4.1</b>	
	<p>Human:</p> <p>The Service Work Plan will be delivered by the Organisational Team, supported by the working groups for the various projects.</p>
<b>4.2</b>	Risk Management:
<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>
	Equality & Good Relations Implications:
	Rural Needs Implications:
<b>5.0</b>	<b>Recommendation(s)</b>
5.1	To consider the Organisational Development Service Plan for 2018/2019.
<b>6.0</b>	<b>Documents Attached &amp; References</b>
	Organisational Development Service Plan 2018/2019.



# ***Organisational Development***

## **SERVICE PLAN - 2018 / 19**

	Date
Consulted within staff team	20/04/ 2018
Discussed & signed off by Director	20 /04/2018

# CONTENT

SECTION	TITLE	PAGE NUMBER
<b>1.0</b>	<b>OVERALL PURPOSE &amp; SCOPE OF THE SERVICE</b>	
1.1	Purpose and scope of the service	<b>2</b>
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1.3	Customers & Stakeholders	<b>4</b>
1.4	Performance Overview in 2017/18	<b>4-9</b>
<b>2.0</b>	<b>SERVICE WORK PLAN - 2018/19</b>	
2.1	Budget - 2018/19	<b>9</b>
2.2	Staffing Complement – 2018/19	<b>10</b>
2.3	Service Work Plan – 2018/ 19	<b>11-16</b>
<b>3.0</b>	<b>IMPROVING OUR SERVICE AND MANAGING PERFORMANCE - 2018/19</b>	
3.1	Council’s Improvement Objectives and Associated Programs - 2018/19	<b>17</b>
3.2	Service Contribution to the Corporate Improvement Objectives	<b>18</b>
3.3	Risk Management of Service	<b>19-21</b>



## **1.0 OVERALL PURPOSE AND SCOPE OF THE SERVICE**

### **1.1 Purpose and Scope of the Service**

This is the Service Improvement Plan for 2018/19 for the Organisational Development department.

The Organisational Development Department supports managers across all Council Directorates. The services contribution to cross-cutting activities assists the Council to deliver on its strategic priorities. The key priorities for Organisational Development in 2018/19 are focussed around the implementation of a new HR/Payroll Integrated IT system, HR Policy Developments & Implementation, Transforming Leisure Services, Learning & Development for staff/Managers/Supervisors, and continued delivery of Registration Services, a statutory service delivered by the Council.

The Organisational Development work plan will improve the service provision through leadership capacity and capability development, ensuring that employees within the Council are supported and equipped with relevant skills for their role and ensuring the people have the right information and are engaged in order to ensure effectiveness.

Workforce planning and review will continue to ensure the efficiencies are met by the Council without compromise on the services delivered. A schedule of new policy development is in place to ensure that the Council's HR policies remain fit for purpose within the changing local government climate.

Our approach is one where we seek to collaborate effectively with all of our stakeholders and ensure that the views and the interests of the workforce are heard and taken into account.

Organisational Development will help deliver a culture with employee engagement at its heart. This will improve productivity, responsiveness to change and enable the Council to facilitate the best possible outcomes for the people of Mid-Ulster.

This plan helps ensure that our services are accountable, planned and clear, and that our performance is measured. It also helps us deliver the Council's mission and strategic outcomes set out in Mid-Ulster District Council's Corporate Plan.

### **1.2 Responsibilities**

Organisational Development is not a statutory service but as an employer the Council has significant obligations under employment legislation and equality legislation.

The section is specifically responsible for the following functions:

#### **Human Resources**

- Providing a professional service to the Council to meet its obligations as an employer and progress towards the objective of being an exemplar employer and employer of choice.
- Specific areas of delivery are: Advising on Recruitment and Selection, Employee Relations, Conditions of Service, Job Evaluation & Grading, Employee Benefits, workforce planning, Health & Well-being, Organisational Structures and staffing numbers.
- Responsible for the provision of Occupational Health Service which includes medical examinations, health surveillance etc.

### **Learning & Development/ Policy Development**

- Supports the delivery of a range of organisational and learning and development activities for all Elected Members, Directors, Heads of Service, managers and employees.
- Responsible for developing and managing the Council's approach to organisational and employee development in the workplace and to meet the corporate, service and individual development needs of Council employees to enable them to deliver the Council's objectives and to fulfil their current or future role within their organisation to their full potential.
- Supports a schedule of new policy development for the new Mid-Ulster Council to ensure policies are fit for purpose.

### **Organisational Development**

- Influence and advise on Organisational Design matters within departmental structures and recommend different delivery models to support the integration of services and sharing of resources.
- Responsible for the delivery of HR projects/ Initiatives across the Council which look at reducing expenditure within departments or ways to generate income.
- Responsible for Business Support Teams across the Council to create and devise an improved service delivery model to standardise processes.

### **Registration Services**

- Responsible for the provision of Statutory Registration Services across the Council.

## **1.3 Customers & Stakeholders**

<b>Customers &amp; Stakeholders</b>
<b><u>Internal</u></b>

- Staff
- Departments
- Elected Members
- SMT & HOS
- Union Representatives

#### **External**

- Public
- Recruitment Applicants
- Regional Trade Union Side
- Politicians (MLA's)
- LGSC
- Training Providers
- Other Local Authorities
- Education Sector
- OH Provider
- Business Sector
- Equality Commission
- Central Government Departments (DOE)
- Department for the Economy
- Education Authority
- Schools & Colleges
- Media
- 3<sup>rd</sup> Party Service Providers/Training Providers
- GRO
- Undertakers
- Doctors
- Religious officiants
- Approved Venues
- Doctors/ Occupational Health
- Health & Safety Executive

#### **1.4 Performance Overview in 2017/18**

The following table provides a progress summary and the impact made by last years' Service Plan (2017-2018). It also details key successes, remaining challenges for the Service and how it made a difference.

<b>2017/18 Performance Overview</b>
<b>Human Resources</b>

- We have populated and aligned well in excess of 80% of staff within MUDC under current new organisational departmental structures. This has resulted in :
  - 31 staff matched to new roles
  - A recruitment working group was established, to look to improve the current business processes for recruitment & selection. A number of key recommendations were implemented, including:
    - Flow Chart developed for Recruitment & Selection process
    - New templates developed, such as:
      - Vacancy Authorisation Form, Pre-Offer Letter
      - Offer Letter (for 3 months or less, more than 3 months, casual)
      - Access Ni – Pin Notification
      - Notification Re use of intranet
      - Introductory leaflet pension scheme
      - Notification of Staff appointment (Payroll) form
      - DVANI Driver Mandate forms (if applicable)
      - Rota Templates
      - Recruitment & Selection Trained Panel Members
  - 93 recruitment exercises carried out within last 12 month's both internally and externally.
  - Guidance notes on recruitment processes for members of the public have been drafted to assist in applying for vacancies.
  - A recruitment campaign was instigated in March 2018, due to a significant number of vacancies identified, which had resulted from an accumulation of leavers, retirements, internal transfers within the structure, replenish of casual workers and seasonal operatives. This campaign enabled the creation of reserve lists for future vacancies for similar type posts, which will remain valid for a 12 month period, with the ultimate aim of reducing "ad hoc" recruitment exercises, thus enhancing efficiencies within the department. A 12 month reserve list for Business Support Administrator role was created within this campaign, and this will significantly reduce the turn-a-round time for any future vacancies for this role during this period. The Recruitment Campaign was progressed via internal and external processes, and was advertised via newspapers, radio, social media, intranet, internet and job market, to ensure the campaign was widely publicised, to attract a high level of suitable candidates.
  - Included all internal and external recruitment opportunities on the intranet for staff to access. An exercise was carried out to increase the number of staff accessing the intranet, which has resulted in excess of 750 employees signing up to this service.
  - Terms & Conditions of Employment were developed for MUDC employees, and all staff appointed to MUDC have been issued with a statement of Terms & Conditions of Employment.
  - Standardised letters/templates developed and implemented to ensure compliance with pension contributions for unpaid leave.

<ul style="list-style-type: none"> <li>- Standardised maternity letters finalised and implemented across the council.</li> </ul>
<ul style="list-style-type: none"> <li>• Attendance Management - The Percentage Loss Rate for the period 1st April 2017 – 31st March 2018 is 4.71% and is 0.29% below the target rate of 5% set by Council, and has decreased by 1.36% for the same period in 16/17. The following were the key focus points during the year to assist with the processes to reduce sickness absence loss rates: <ul style="list-style-type: none"> <li>- Absence Reports were identified as requiring some refinement as they were not reliable for reporting purposes. We liaised with the HR system provider to gain better understanding of what/how information impacted on the output of reports.</li> <li>- Undertook a full cleanse of data on the HR system, which is ongoing.</li> <li>- Developed and implemented standardized forms and rolled this out across council to ensure the same data was being captured.</li> <li>- Cross checking of the HR system against the Time &amp; Attendance system has been a vital part of this process, and ensuring all staff are recorded on the PAMS personnel and Time &amp; Attendance IT Systems and continually ensure that information on the system is kept up to date.</li> <li>- Provided management training on absence and notification procedures which was facilitated by HR.</li> <li>- We liaised with other councils and attended working groups comparing how absence was recorded and reported.</li> <li>• Procurement and appointment of a new Occupational Health provider</li> <li>• Ensuring support mechanisms by way of Occupational health. There have been monthly Occupational Health Nurse and Doctor Clinics.</li> <li>• Regular employee meetings has taken place which has improved communication and led to improvement within the directorates.</li> <li>•</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Health &amp; Well-being of staff has been a priority for MUDC in 17/18 with the following being achieved: <ul style="list-style-type: none"> <li>• One Health and Wellbeing Fair was delivered for staff and the public which included taster activity classes, health checks, hearing checks, body composition, pain management and sleep clinics being provided.</li> <li>• An additional 120 health checks were carried out by the Farm Families Health Bus over the three council locations with 34% of staff attending being advised to visit their GP/Nurse.</li> <li>• 80 employees have received health surveillance checks.</li> <li>• 50 staff received the Flu Vaccine in October 17</li> <li>• There were 900 claims made by staff within MUDC registered on the Westfield Health scheme with Dental &amp; Optical accounting for approximately 70% of claims.</li> <li>• The Cycle to work scheme was re-introduced to council staff</li> <li>• Access to counselling services has been promoted with a significant number of staff availing of these services.</li> <li>• A Health &amp; Well-being Committee was developed with representation from each directorate across Council. This Committee is led by Director of Leisure AM Campbell.</li> </ul> </li> </ul>

<ul style="list-style-type: none"> <li>• “How to manage well-being for Managers” and “How to manage well-being for staff” was rolled out as a learning and development course. This was very well received by staff.</li> </ul>
<b>Learning &amp; Development/ Policy Development</b>
<ul style="list-style-type: none"> <li>• Developed and implemented a needs based corporate learning and development programme for the Council. <ul style="list-style-type: none"> <li>• This has resulted in <b>248</b> courses being held internally in the past year.</li> <li>• This has resulted in <b>300</b> courses/conferences attended externally in the past year</li> <li>• Approximately <b>2085</b> staff having taken up in-house training &amp; <b>187</b> staff having taken up external learning and development opportunities in past year.</li> </ul> </li> <li>• OD Department led on the Education &amp; Skills working group as part of the Community Plan which involves working with External public agencies and businesses within MUDC.</li> </ul>
<ul style="list-style-type: none"> <li>• We have offered <b>58</b> work placement opportunities within MUDC over this past year, 2 of which are longer term disabled placements and have facilitated 3 paid work placements (bursaries) in year 17-18 &amp; incorporated paid work placement with bursaries within the policy.</li> </ul>
<ul style="list-style-type: none"> <li>• Developed 5 Mid Ulster District Council Policies which have been consulted upon with trade unions and have subsequently been agreed by Council &amp; policy briefings on 5 HR policies have been held for Managers/Heads of Service. 1 further policy is pending Council approval and 2 further policies are in draft form pending approval.</li> </ul>
<b>Organisational Development</b>
<ul style="list-style-type: none"> <li>• Business Support Audit Complete and Model for MUDC to be shared with Unions and staff in May 2018.</li> <li>• A full alignment process of our Reception sites across the 3 main office locations has been carried out, which has resulted in the development of a more Customer Service/Centre focus for the public. A number of new services have been aligned at Reception: <ul style="list-style-type: none"> <li>○ Full Administration of the Dog Licensing Function</li> <li>○ Receiving all financial payments for council services, and carrying out the required financial procedures associated with such payments.</li> <li>○ Room bookings</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• A Performance Management System has been developed for all staff within MUDC. A Performance Development Management Tool Kit has been developed to assist managers/staff in carrying out their individual Personal Development Plan</li> <li>• Training has been carried out between July – December 2017 for managers and staff. <ul style="list-style-type: none"> <li>○ 73 Managers have completed a full day training in Performance Management /Service Improvement</li> <li>○ 202 Staff have completed a half-day session in Performance Management/Service Improvement.</li> <li>○ 23 Managers have completed a full day on Critical Performance Conversations.</li> </ul> </li> </ul>

- The Pilot has been carried out across the 3 Directorates of Organisational Development, Business & Communities and Public Health & Infrastructure, and has been reviewed with some recommendations still to be implemented.
- Commenced the Transforming Leisure Services in MUDC Review Project which has resulted in:
  - Development of a Leisure Review Joint Working Group.
  - Terms of Reference for this working group have been developed and agreed
  - A number of staff working groups have been developed to look at a number of the key themes within leisure, namely income streams, expenditure streams, swimming lesson proposal and staffing matters.
  - A standardised Swimming Lesson Proposal for MUDC approved by Council, and has been agreed for full implementation in all leisure facilities for September 2018.
  - Strategic Leisure have been procured and appointed to assist the working groups with benchmarking and recommendations moving forward.
  - Staff Briefings have been carried out in all leisure facilities across MUDC, to inform all staff of this project.
  - Engagement and communication plan has been developed for this project.
- Project Plan and Tender Specification developed for a fully integrated HR/Payroll IT System to be rolled out 2018/19
- Demonstrations have been carried out by a number of I.T. providers to establish the most appropriate system for MUDC, which has been attended by HR and Finance staff.
- 88 Greenvale Leisure staff transferred to MUDC in September 2017. There was a significant amount of planning and communication involved in this process, to include:
  - Communication with staff and unions
  - Meetings with Greenvale leisure management re TUPE transfer
  - Transfer of employee’s personnel details to MUDC filing and electronic systems.
  - Approval from Council and the implementation of the Living Wage Foundation for relevant Greenvale Leisure Staff
- New Out of Hours On Call Arrangements has been developed and implemented for Dog Control for MUDC. This involved staff and union consultation.

Registration Services

- Statistics for Registration Office Mid Ulster for year Jan-Dec 2017

Births registered	2167
Deaths registered	1003
Still Births registered	6
Marriage Notices - Civil	188
Marriage Notices - Religious	572
Marriages Registered	713
Marriages in Approved Venues	101
Marriages in Registry Office	58
Notice of Civil Partnerships	1

Civil Partnerships	0
<b>General</b>	
<ul style="list-style-type: none"> <li>Delivered our service to budget and to a good standard.</li> <li>All of this has been achieved on top of providing the essential specialist people services that are fundamental to supporting the day to day business of running a major public sector organisation and which are well recognised across and outside the Council.</li> </ul>	

## 2.0 SERVICE WORKPLAN 2018/19

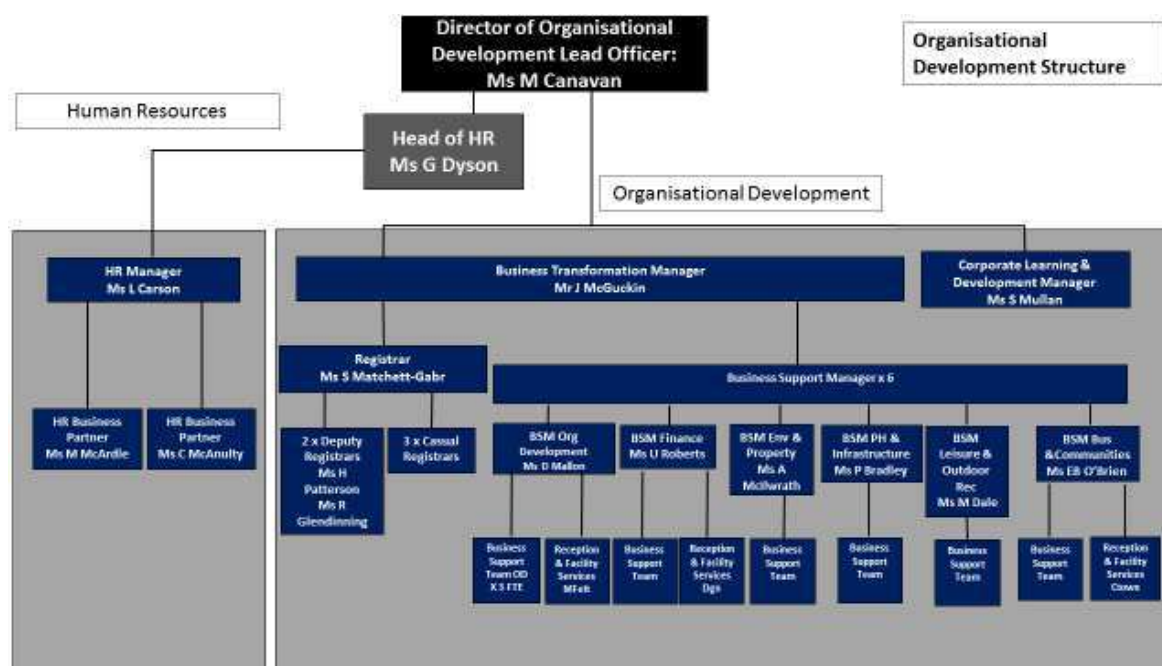
The following tables confirm the resources, financial and people, which the Service has access to throughout 2018-19 to deliver its actions, activities and core business.

### 2.1 Budget 2018/19

Service Budget Headings	£
Human Resources	791,147
Northland Row Building	19,515
Registration	157,391
OD Support	812,176
Gross Budget	1,780,229
Income	189,000
Net Budget for 2018-19	1,591,229

### 2.2 Staffing Complement - 2018/19





This does not include the Business Support Teams which will report through Organisational Development Directorate when Structures have been fully implemented across the organisation – This will equate to approximately another 40 Staff.

Staffing	No. of Staff
Head of Service	1
Managers	9
Officers	5
Remaining Team	17
<b>Total</b>	<b>33</b>

## 2.3 Service Work Plan - 2018/19

This plan confirms the core activities and actions which will form your Service Work Plan for 2018-19. This should be a high level capture of the Service activities and work which it will focus on throughout 2018-19. The Plan links to the Council's 2015-2019 Corporate Plan priorities, Annual Corporate Improvement Plan Objectives, Corporate Indicators and Mid Ulster Sustainable Community Plan themes & outcomes:

Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 3.3 Education &amp; Skills - We are more entrepreneurial,</i>	<i>CRP 1.1 Delivering for Our People - High performing services focused on customer and value for money</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
To be GDPR Compliant within current processes within HR Department by 25 <sup>th</sup> May 2018	100% of OD's GDPR compliance plan completed by 25 <sup>th</sup> May 2018.	Replace data protection principles	100%	<ul style="list-style-type: none"> <li>Specific Training provided for HR Staff and ensure compliance with Disposal &amp; Retention Policy</li> <li>GDPR Working Group set up with specific TOR.</li> <li>Review Current Systems IT/Paper Records and conduct following under remit of the GDPR working group: <ul style="list-style-type: none"> <li>Assessment of current data practices</li> <li>Creation of data privacy structure (tasks, roles, responsibilities, reporting lines of individuals involved).</li> <li>Personal data inventory completed</li> <li>Creating Information notices (inform subjects about processing activities, detailing</li> </ul> </li> </ul>	May 18  May 18  July 18 – May 19	MC/GD/DM & Working Group	Comply with European Data Protection Law.

				<p>type of data collected, its purpose, is being used &amp; how protected</p> <ul style="list-style-type: none"> <li>○ Consent mechanisms – review how consent current activities which rely on consent, document the collection of consent</li> <li>○ Implementation of technical measures complied with in relation to OD systems</li> <li>○ Conduct Data Protection Impact Assessments</li> <li>○ Report Personal Data Breaches – creation of formal procedures around same</li> </ul>			
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11Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 3.1 Education &amp; Skills - Our People are better qualified &amp; more skilled</i>	<i>CRP 1.1 Delivering for Our People - High performing services focused on customer and value for money</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
To manage the roll out of the Transforming Leisure Services in MUDC Review Project	<p>75% of Transforming Leisure Services Review 18month Project Plan.</p> <p>4 x 3 sites face to face staff briefings with Leisure staff</p>	<p>3 X Leisure Review Joint Working Group Meetings have taken place (Feb-Apr)</p> <p>1 X 3 Sites face to face briefings with Leisure staff.</p>	To deliver 100% of the Transforming Leisure Services Project within 18 months.	<ul style="list-style-type: none"> <li>All of these key actions are only achievable if we receive the outworking's of the cross departmental working groups in a timely manner</li> <li>Terms of Reference Agreed</li> <li>Leisure Review Joint Working Group consisting of Management &amp; Trade Union Sides</li> <li>Project/Implementation Plan agreed and developed.</li> <li>Undertake regular face to face communication with clear messages delivered on a quarterly basis to all leisure staff, updating them on the project.</li> <li>Monitoring of output of 4 working groups looking at swimming proposal, income, expenditure and staffing matters and regular monthly updates provided to LRJWG.</li> <li>Swimming Lesson Model programme for MUDC developed and agreed by Council for full rollout across all wet facilities in 2018.</li> <li>Work closely with consultant Strategic Leisure, who are providing benchmarking and recommendations for delivery of a more</li> </ul>	<p>Jan 18 Feb 18</p> <p>July 18</p> <p>June18 – March 19</p> <p>Apr 18- March19</p> <p>Sept 18</p> <p>Apr 18 – Dec 18</p>	MC/AMC/JMG & Working Groups	A more efficient, effective and modern Leisure Service within MUDC

	<p>New Leisure Staffing Structure developed by 31<sup>st</sup> December 2018</p> <p>50% of new Leisure JDs developed by 31<sup>st</sup> March 2019</p>	<p>Existing Staffing Structure across all Legacy Leisure facilities</p> <p>121 Job Descriptions currently exist across all Leisure facilities in MUDC.</p>		<p>flexible, creative and modern leisure service for MUDC.</p> <ul style="list-style-type: none"> <li>• Develop a new staffing structure for the delivery of leisure for MUDC.</li> <li>• Develop new Job Descriptions, ensuring flexibility across the leisure service for MUDC.</li> <li>• Full Alignment of T&amp;Cs across Leisure Services</li> <li>• Collective Agreement Developed and agreed</li> </ul>	<p>Dec 18</p> <p>Mar 19</p> <p>Sept 19</p> <p>Sept 19</p>		
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Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 3.1 Education &amp; Skills - Our People are better qualified &amp; more</i>	<i>CRP 1.1 Delivering for Our People - High performing services focused on customer and value for money</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
To appoint and manage the implementation of a new integrated HR/ Payroll IT Solution for MUDC over an 18mnth period.	50% of HR/ Payroll system fully launched by April 19	Baseline data from current systems used across MUDC	To deliver 100% of the HR/Payroll IT Solution for MUDC within 18mnths.	• Agreement by SMT should consideration be given to potentially widening the procurement to include a Finance IT System as part of this process.	June 18	MC/ JJ/ JMG & Working Group	Fully integrated HR/Payroll System across MUDC.
				• Ongoing cleansing of current IT systems	April 18-March 19		
				• Finalise tender specification and agree with Finance if a new Finance system is forming part of this exercise.	June 18		
				• Project working group formed, consisting of representatives from all directorates across MUDC	June 18		
				• Project Plan Developed	Sept 18		
				• Appoint suitable provider via appropriate procurement exercise.	Dec 18		
					Mar 19		

				<ul style="list-style-type: none"> <li>Implementation Plan</li> </ul>			
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Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 4.1 Health &amp; Wellbeing - We are better enabled to live longer</i>	<i>CRP 1.8 Delivering for Our People - Implementation of a proactive health and wellbeing approach for all employees</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome

To improve staff health and well-being and reduce the number of days lost through sickness absence, to reduce the impact of lost time, which affects organisation performance, productivity and workforce output.	% or less loss time rate for sickness absence in MUDC	4.71%	5% or less	<ul style="list-style-type: none"> <li>Health &amp; Well-Being Working Group has been developed, led by Director of Leisure &amp; Outdoor Recreation, Anne-Marie Campbell with Meetings take place bi-monthly.</li> <li>Provide Occupational Health Workshops to ensure supervisors and line managers are effective in their roles and responsibilities, and are capable to complete effective management referrals and to conduct attendance management meetings.</li> <li>Harmonisation of MUDC Attendance Management Policy for staff from 3 x legacy councils by collective agreement.</li> <li>Monthly reports completed by 5<sup>th</sup> of following month provided to HOS &amp; SMT</li> <li>Quarterly reports provided to P&amp;R Committee, Council and H&amp;S Committee.</li> <li>Developing data informed reports to identify reactive and proactive measures to analyse sickness absence.</li> <li>% Loss Rate for period 1<sup>st</sup> April 2018- 31<sup>st</sup> March 19</li> </ul>	April 2018 – March 2019	MC/LC/MMG & Managers	Improved health and well-being of staff  Managers and supervisors become more effective in their roles and responsibilities regarding effective management attendance.
	Occupational Health Workshops		3		May 18		
	718 staff from 3 legacy councils to transfer to new MUDC Attendance Management Policy.		31 <sup>st</sup> March 19		March 19		
	Attendance Management Reports issued monthly		18		Apr 18 – Mar 19		
					June 18		
					March 19		



## **3.0 IMPROVING OUR SERVICE AND MANAGING PERFORMANCE**

### **3.1 Annual Improvement Objectives and Associated Programs**

The Council has set a number of annual improvement objectives and associated programs (projects and activities) for 2018/19 which aim to bring about improvement. The improvement objectives and key improvement programs, set out Council's contribution to the sustainable Community Plan for the District; against which we can monitor and report progress.

Each Council department provides resources to assist with the improvement activities contained within each improvement project (individual service improvement contribution activity linked to corporate improvement programs can be found in 3.2 of the service plan). The annual improvement objectives also align to the Council's main corporate planning document (Corporate Plan 2015 - 2019), which contains the council's strategic direction and main priorities.

The Council will focus on the following improvement objectives for 2018 to 2019:

- (i) To assist in the growth of the local economy by increasing the number of visitors to our district.
- (ii) To help manage our waste and environment by reducing the amount of waste going to landfill.
- (iii) To improve the accessibility of our services by increasing the number available online.
- (iv) To support people to adopt healthier lifestyles by increasing usage of Council Recreational facilities

We utilise outcome based accountability methodology to manage our performance. This tells us the impact our services are having on communities. Further detailed information relating to Council's improvement objectives, associated activities, outcome indicators, projects and targets is available at [www.midulstercouncil.org/Council/Performance](http://www.midulstercouncil.org/Council/Performance) (*Mid Ulster Council's Improvement Plan 2017/18 – 2018/19*) or by contacting the Democratic Services Team on 03000 132132.

### 3.2 Service Contribution to the Corporate Improvement Objectives/Projects

Link to Community Plan Theme:		Corporate Plan Theme						
CMP 4.2 Health & Wellbeing - We have better availability to the right service, in the right place at the right time.		CRP 1.1 Delivering for Our People - High performing services focused on customer and value for money						
Improvement Plan Objective	Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
					Key Actions	Dates	Owners	Outcome
3.0 To improve the accessibility of our services by increasing the number available online	To increase the number of online payments for Council Services	Conduct Online Payments Audit and produce paper by Sept 18	Awaiting Baseline data on each of the key online payments	To Increase the number of online payments by 5% this incoming year.	<ul style="list-style-type: none"> <li>Carry out research into ways to improve online payments and look at how other local authorities do this.</li> <li>Develop a proposal paper on ways to improve online payments               <ul style="list-style-type: none"> <li>- Dog Licensing</li> <li>- Purchase of new bins</li> <li>- Bulky waste</li> <li>- Finance Invoices</li> <li>- Building Control Applications</li> <li>- Property Certificates</li> </ul> </li> <li>Deliver on the recommendations within paper.</li> </ul>	Apr 18 - Mar 19  Sept 18          March 19	MC/JMG  JMG/BOH/UM/WW/PK	Increased online payments.

### **3.3 RISK MANAGEMENT OF SERVICE**

The purpose of risk management is to manage the barriers which prevents the Council from achieving its objectives. This section of the service plan includes space for the Service to input their key risks (in summary form), which have been identified during the business planning process. The Council uses risk management to maximize opportunities and minimize risks. This improves its ability to deliver priorities and improve outcomes. This is why the Council deems it important to link business planning and risk management. Risk Management aims to:

- Help the Council achieve its overall aims and objectives
- Manage the significant risks the Council faces to an acceptable level
- Assist with the decision making process
- Implement the most effective measures to avoid, reduce and control those risks
- Balance risk with opportunity
- Manage risk and internal controls in the most effective way.

This table illustrates the risks identified to deliver the Services business in 2018-19.

Risk Ref Number	Description of Risk	Risk Rating	Mitigation Activity
1.	<i>Failure to meet sickness absence target of 5% as set by MUDC</i>	9	<ul style="list-style-type: none"> <li>• <i>Introduction of Council wide Attendance Mgt Policy.</i></li> <li>• <i>Regular auditing on monthly basis to ensure management compliance to be carried out.</i></li> <li>• <i>Training of Managers in dealing with sickness absence.</i></li> </ul>
2.	<i>Failure to put in place effective organisational structure to deliver quality services to citizens of MUDC</i>	9	<ul style="list-style-type: none"> <li>• <i>Agree and deliver Organisational Structure for remainder of Council</i></li> <li>• <i>Ensure appropriate training in place for matching panels.</i></li> <li>• <i>Ensure consistency in application of guidance</i></li> </ul>
3.	<i>Failure to complete the Pay, Grading and Harmonisation Review within Leisure &amp; Outdoor Recreation Directorate due to not receiving the required out workings of the cross-departmental working groups and trade union sides.</i>	9	<ul style="list-style-type: none"> <li>• <i>Agree Terms of Reference</i></li> <li>• <i>Set up working group to deliver on the project plan and timeline.</i></li> <li>• <i>Regular monthly meetings of the LRJWG.</i></li> <li>• <i>Project Plan &amp; Implementation Plan Agreed.</i></li> </ul>
4.	<i>Failure to operate within 2017/18 budget</i>	6	<ul style="list-style-type: none"> <li>• <i>Robust Budget management</i></li> <li>• <i>Identify options to generate income</i></li> </ul>
5.	There is a risk of Employment claims impacting service delivery.	6	<ul style="list-style-type: none"> <li>• Ensure Council policies and procedures are followed and comply with legislation.</li> <li>• Ensure managers have been trained on the implementation of policies and procedures.</li> </ul>

			<ul style="list-style-type: none"> <li>Professional legal advice is sought at an early stage in respect of complex HR Matters.</li> </ul>
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Rating	Descriptor
16 - 25	Extreme Risk (immediate action required)
10 - 15	High Risk (urgent action required)
7 - 9	Moderate Risk (action required)
1 – 6	Low Risk (keep under review)



<b>Report on</b>	ICT Service Plan for 2018-19
<b>Date of Meeting</b>	3 <sup>rd</sup> May 2018
<b>Reporting Officer</b>	Barry O'Hagan
<b>Contact Officer</b>	Barry O'Hagan

<b>Is this report restricted for confidential business?</b>		Yes	X
If 'Yes', confirm below the exempt information category relied upon		No	
X	Information relates to financial or business affairs of a person (including the council)		

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To consider and approve the draft Service Plan for ICT Service for the 2018-2019 year.
<b>2.0</b>	<b>Background</b>
2.1	In line with corporate performance improvement requirements and to ensure that every service contributes to performance improvement and corporate objectives, every service produces an annual individual improvement plan.
<b>3.0</b>	<b>Main Report</b>
3.1	<p>The Service Plan for 2018-2019 is designed to support outcomes associated with 3 Community Plan themes (Economic Growth, Infrastructure, Health &amp; Well-being).</p> <p>Specifically, the plan aims to contribute to the achievement of the Council's new performance improvement objectives and health indicators (2017-2019) CIP3 , by developing and assisting other services increase the accessibility of online services.</p>
<b>4.0</b>	<b>Other Considerations</b>
<b>4.1</b>	<b>Financial, Human Resources &amp; Risk Implications</b>
	Financial: The financial budget for the service is summaries with the plan. The net total is £1,106,946.00
	Human: The seven (7) staff compliment for ICT service remains the same for the period 2018-19

	Risk Management: Risk register summary is contained within the service plan...
<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>
	Equality & Good Relations Implications: Considered but screened out
	Rural Needs Implications: Screened out
<b>5.0</b>	<b>Recommendation(s)</b>
5.1	That the Committee agrees the Service Plan 2018-2019 for ICT
<b>6.0</b>	<b>Documents Attached &amp; References</b>





# ***ICT Service Plan***

## **SERVICE PLAN - 2018 / 19**

	Date
Consulted within staff team	19/04/2018
Discussed & signed off by Director	23/04/2018

## CONTENT

SECTION	TITLE	PAGE NUMBER
<b>1.0</b>	<b>OVERALL PURPOSE &amp; SCOPE OF THE SERVICE</b>	
1.1	Purpose and scope of the service	
1.2	Responsibilities	
1.3	Customers & Stakeholders	
1.4	Performance Overview in 2017/18	
<b>2.0</b>	<b>SERVICE WORK PLAN - 2018/19</b>	
2.1	Budget - 2018/19	
2.2	Staffing Complement – 2018/19	
2.3	Service Work Plan – 2018/ 19	
<b>3.0</b>	<b>IMPROVING OUR SERVICE AND MANAGING PERFORMANCE - 2018/19</b>	
3.1	Council's Improvement Objectives and Associated Programs - 2018/19	
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## **1.0 OVERALL PURPOSE AND SCOPE OF THE SERVICE**

### **1.1 Purpose and Scope of the Service**

The IT department is responsible for the strategic management, provision, support and maintenance of all ICT related systems.

### **1.2 Responsibilities**

The department is responsible for the development and management of a secure, resilient and high-performance Council network infrastructure for data and voice (including provision for remote and wireless access).

It provides a set of core ICT services which are secure, up-to-date, easy to use and meet the needs of service users.

These include:

- Authentication and authorisation (user account provisioning)
- Email
- Management information and administrative systems
- Web (institutional websites, intranets and web content management system)
- General purpose application software for line of business
- Data storage and backup
- Network Services & general Multi-function device support & printing
- Anti-spam and virus protection
- Workstation support
- Support virtual learning environment
- Communications hardware support

### **1.3 Customers & Stakeholders**

*Our main customers /stakeholders within the service are.*

<b>Customers &amp; Stakeholders</b>
• Councillors
• Internal Staff
• External Service ICT solution providers
• DOE
• LPS
• External Public facing customers

### **1.4 Performance Overview in 2017/18**

The following table provides a progress summary and the impact made by last years' Service Plan (2017-2018). It also details key successes, remaining challenges for the Service and how it made a difference.

## **2017/18 Performance Overview**

- **Successfully integrated Greenvale Leisure Centre into Council's IT network**
- **Maintained e-mail availability to target of 99.9 %**
- **Reviewed and extended telephony support arrangements with existing supplier to increase efficiencies derived from telephony infrastructure**
- **Successful procurement, introduction, maintenance and reporting of 'best of breed' email security control systems to reduce risks associated with inbound emails**
- **Facilitated and assisted in the successful implementation of Council's Route Optimisation Project for the Magherafelt depot**
- **CCTV Policy drafted and presented to Policy and Resources Committee and implemented post Council adoption of policy**
- **Accepted responsibility for and led the Council's action plan to address requirements relevant to the introduction of the European General Data Protection Regulation and The General Data Protection Act 2018 which will be effective from 25 May 2018**
- **Maintained system availability and confidentiality of systems and network (zero breaches) to target of >99%**
- **Facilitated and assisted Environmental Services department to research, procure and implement online cashless commercial waste system for operation at Council's three main civic amenity sites**
- **Satisfactorily updated active directory for all starters and leavers in accordance with instructions from Human Resources**
- **Introduced Phased pilot to assess potential for SIP trunk to service Council's telephony requirements**
- **Reviewed Council mobile telephony contract arrangements and service provision and migrated service to new provider**
- **Introduced pilot CRM system to improve administrative efficiency and assess potential for further rollout**
- **Supported and assisted Finance department with introduction of e-orders functionality and relocation to Cookstown**

## **2.0 SERVICE WORKPLAN 2018/19**

The following tables confirm the resources, financial and people, which the Service has access to throughout 2018/19 to deliver its actions, activities and core business.

## 2.1 Budget 2018/19

The IT budget service involves the provision of services through 2 department budgets as follows:

	<b>Budget £</b>
<b>IT Support</b>	£1,025,080
<b>GIS Technical</b>	£81,866.00
<b>Total IT Services</b>	£1,106,946

### IT Services (IT Support and GIS Technical)

<b>Description</b>	<b>Annual Budget £</b>
Salaries	294,096
Bus Train Transport	100
Mileage Allowance	3,400
Mileage Lump Sum	2,500
Hospitality	100
Photocopying Expend	50,000
Printing - Cartridge	12,000
Stationery Supplies	400
Subscriptions	250
Software Licences	77,000
Fees	40,500
Telephone	96,000
Mobile Communication	28,600
Internet & Data Conn	110,000
Computer - Supplies	5800
Computer Maintenance and Support	351,000
Computer – Equipment Purchases (non-capital)	38,000
Subsistence	200
Other Income	(3,000)
<b>Total IT Services</b>	<b>1,106,946</b>

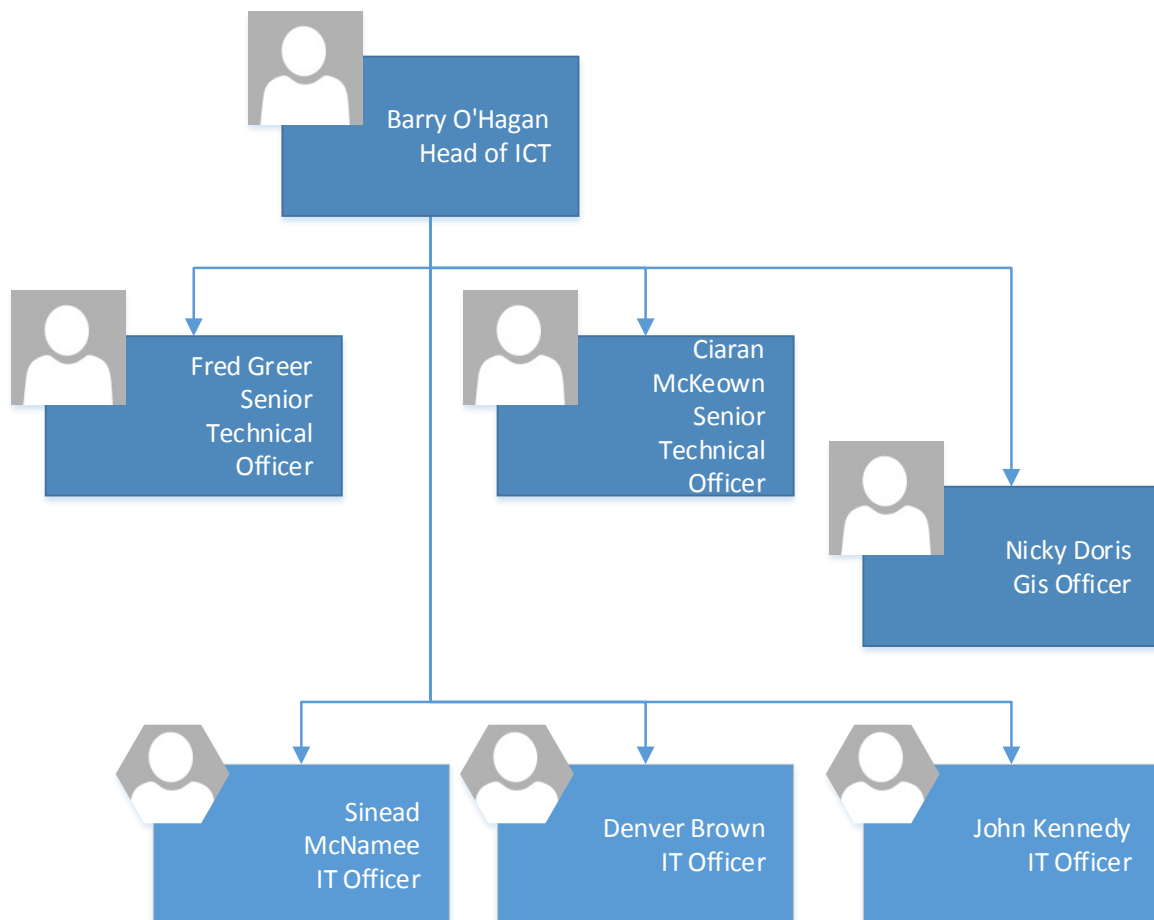
## 2.2 Staffing Complement - 2018/19

Staffing	No. of Staff
Head of Service	1
Officers	3
Technical Team	3
<b>Total</b>	<b>7</b>

### Contact details

Who	Title	Details
Barry O'Hagan	Head of IT	Barry.ohagan@midulstercouncil.org Ext.: 23312    Mobile: 07968740007
Fred Greer	Senior Technical Officer	Fred.greer@midulstercouncil.org Ext.:22010    Mobile: 07875566098
Ciaran Mckeown	Senior Technical Officer	Ciaran.mckeown@midulstercouncil.org Ext.:24322    Mobile: 07920186642
Nicky Doris	GIS Officer	Nicky.Doris@midulstercouncil.org Ext.: 22049    Mobile: 07587773620
Sinead McNamee	IT technical Support	Sinead.mcnamee@midulstercouncil.org Ext.: 23303    Mobile: 07714133676
John Kennedy	IT technical Support	John.kennedy@midulstercouncil.org Ext.: 24330    Mobile 07795045021
Denver brown	IT Technical Support	Denver.brown@midulstercouncil.org Ext.: 22004    Mobile 07795044844

## Departmental Organigram



## 2.3 Service Work Plan - 2018/19

This plan confirms the core activities and actions which will form the ICT Service Work Plan for 2018-19. This plan is a high level capture of the Service activities and work which ICT will focus on throughout 2018-19. The Plan links to the Council's 2015-2019 Corporate Plan priorities, Annual Corporate Improvement Plan Objectives, Corporate Indicators and Mid Ulster Sustainable Community Plan themes & outcomes:

Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 3.1 Education &amp; Skills - Our People are better qualified &amp; more skilled</i>	<i>CRP 4.5 Building Unity - Generate a culture and the conditions where innovation is encouraged and excellence is expected</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
To develop and Augment GIS information services	The creation of a new aerial photography (Orthographic) drone collected Layer for Council Properties (35)	Council only uses NIMA provided ortho mapping layers at present	An up to date Orthographic layer published on the intranet for 35 key council properties.	<ul style="list-style-type: none"> <li>Staff trained and licensed (3 min) to operate drone by Civil Aviation Authority</li> <li>35 Flyovers of Council Property capturing Ortho</li> <li>Technical Layer Creation completion</li> <li>Publication on Council Intranet for review and analysis e.g. for encroachment etc.</li> </ul>	30/06/2018  30/12/2018  30/01/2019 28/02/2019	Head Of IT  GIS Officer	Licensed staff x 3 Capture of Data  Publication of Ortho layer
To develop and Augment GIS information services	The creation of two exemplar flyovers for promotion and awareness of the drone video capability	Very limited investment to date which required Council to outsource this requirement at present	Greater awareness of the capability of Drone footage to promote events and facilities within the district	<ul style="list-style-type: none"> <li>Identify and scope two exemplar targets/locations</li> <li>Flyover</li> <li>Artist compilation and overlay</li> <li>Publication of videos on Council website and workshops (3) around awareness</li> </ul>	30/06/2018  30/08/2018 30/10/2018 30/01/2019	GIS Officer  Marketing/Comms	Video published on Council website



Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 4.2 Health &amp; Wellbeing - We have better availability to the</i>	<i>CRP 1.1 Delivering for Our People - High performing services focused on customer and value for money</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
Provide and Maintain Network services	Measured by Service availability per quarter for MPLS measured by Service availability for internet per quarter	No current measure or baseline	99.5% availability per quarter for :  1.MPLS network 2.Internet 3.Email	<ul style="list-style-type: none"> <li>Define availability</li> <li>Monitor and record availability</li> <li>Report service availability to SMT</li> <li>Record and resolve incidents of service outages as they arise</li> </ul>	30/05/2018 Ongoing Quarterly Ongoing	Head of IT  Fred Greer	Quarterly statistics on service availability performance reported to SMT

Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 1.1 Economic Growth - We prosper in a stronger &amp; more</i>	<i>CRP 1.6 Delivering for Our People - Integration of a culture of service improvement as the key to service delivery.</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
Provide telephony communications infrastructure and services in accordance with Council requirements	We will measure service availability of the Cisco IPT solution (currently covers three main sites plus MUSA, Burnavon,	No current measure or baseline	99.5 % availability per quarter for telephony on Cisco IPT solution	<ul style="list-style-type: none"> <li>Define availability</li> <li>Monitor and record availability</li> <li>Report service availability to SMT</li> <li>Record and resolve incidents</li> </ul>	30/05/2018 Ongoing Quarterly Ongoing	Head of ICT  Ciaran McKeown	Quarterly statistics on service availability reported to SMT

	Dungannon LC, Ranfurly) quarterly						
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Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 1.1 Economic Growth - We prosper in a stronger &amp; more competitive economy</i>	<i>CRP 1.6 Delivering for Our People - Integration of a culture of service improvement as the key to service delivery.</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
<b>Information Security:</b> To provide support and systems services to maintain the confidentiality, integrity and availability of systems	The number of data breaches reportable to ICO.	Last year zero breaches reportable, new legislative requirement	Zero data breaches for year 2018/19	<ul style="list-style-type: none"> <li>Develop and implement GDPR compliant reporting and ICO notification process.</li> <li>Amend and adopt IT Security Policy</li> <li>Create GDPR policy</li> <li>Monitor and report breaches and incidents in line with new and amended policies</li> </ul>	30/06/2018  30/06/2018 30/05/2018 Ongoing	Head of IT	Data breach process agreed and adopted  Policies agreed and adopted
	Desktops & Laptops upgraded to Office 2016	Baseline data held in Lansweeper database - 25% currently on Office 2016	100% of Desktops and laptops running Office 2016 or Higher	<ul style="list-style-type: none"> <li>Deploy and maintain updates to Office 2016 or Higher to all desktop computers.</li> <li>Deploy and maintain updates to Office 2016 or higher to all laptops</li> </ul>	31/12/2018  31/03/2019	Head of IT  Ciaran McKeown	All computers running Office 2016 or higher by 31/13/18
	We will measure the % computers receiving OS security updates	Systems are scheduled for automatically updated but not monitored for compliance	All computers are monitored and reported on quarterly 90% Issues resolved within 30 days	<ul style="list-style-type: none"> <li>Determine reporting levels and update standards</li> <li>Generate quarterly report and analysis</li> <li>Resolve non-compliance as identified</li> <li>Monthly Issues resolution report</li> </ul>	01/05/2018  Per quarter Ongoing Quarterly	Head of IT  Ciaran McKeown	All computer confirmed to have received OS updates within timeframe

	Replace or upgrade minimum 60 desktop /laptops over the financial year	30 desktops deployed in 2017/18	Minimum of 60 computers replaced every year (subject to resource priorities)	<ul style="list-style-type: none"> <li>• Procured and deploy 2 batches of desktop computers</li> <li>• Procure and deploy laptops as required</li> </ul>	30/06/2018 30/09/2018	Head of IT	Minimum of 60 new computers deployed
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Link to Community Plan Theme:	Corporate Plan Theme						
<i>CMP 1.1 Economic Growth - We prosper in a stronger &amp; more competitive economy</i>	<i>CRP 1.6 Delivering for Our People - Integration of a culture of service improvement as the key to service delivery.</i>						
Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
				Key Actions	Dates	Owners	Outcome
<b>Information Security cont'd</b> :To provide support and systems services to maintain the Confidentiality, integrity and availability of systems	Maintain service availability on technical security controls	1.Email gateway security service availability automatically monitored but not reviewed. 2. Endpoint security system is automatically monitored but not reviewed	99.5 % availability of email security and Endpoint security systems (anti-virus)	Maintain and review email security system Maintain and report availability quarterly Maintain and report Endpoint security system availability quarterly	Ongoing Quarterly Quarterly	Fred Greer	99.5% Availability of Endpoint and email services confirmed and reported
	We will create a 2-year Disaster Recovery test plan	Existing disaster recovery test plan expired at 31/03/2018.	New 2 year disaster test plan documented  We will carry out a monthly test in accordance with 2 year plan and review and update the DR processes based on test results	Develop and finalise DR test plan for next 2 years Test systems and recovery processes Update documentation and recovery procedures as required	30/05/2018  Monthly Ongoing	Ciaran McKeown	Completed and approved plan  12 Dr tests documented & evidenced within the year  12 recovery processes updated
	Maintain Recovery Data Backups in compliance with newly defined Recovery Time Objectives (RTO)	Service RPO not defined  Service RTO's require review,	All IT DR testing demonstrates compliance with RPO and RTO	Review and update IT BCP and Disaster Recovery Plan  Agree and update Service Recovery Point Objectives( RPO) and Service Recovery Time	30/06/2018  30/06/2018	Head of IT  Fred Greer Ciaran McKeown	Updated IT DR & BC Plan  Maintain backups in compliance with

	(accepted time for recovery) and Recovery Point Objectives (RPO) (acceptable data loss – in terms of re-entry time)	Monitoring of backup performance ongoing  IT 'BCP and DR Plan' now 2 years since formal review	BCP and DR procedures updated and reviewed at least annually	Objectives (RTO)  Compliance with service RTP and service RTO monitored and reported as part of DR test plan	Monthly		recovery objectives (RPO and RTO)
	Develop and adopt procedures, policies in compliance with GDPR	GDPR plan has been formulated and work in progress	Complete the GDPR compliance plan	Monitor and review progress on GDPR compliance plan	Ongoing as per GDPR	Head of IT	SMT and Council update on GDPR plan
<b>Link to Community Plan Theme:</b>	<b>Corporate Plan Theme</b>						
<i>CMP 1.1 Economic Growth - We prosper in a stronger &amp; more competitive economy</i>	<i>CRP 1.6 Delivering for Our People - Integration of a culture of service improvement as the key to service delivery.</i>						
<b>Service Objective</b>	<b>How Will we measure the impact of our work (PI's)</b>	<b>Where are we now? (Baseline data)</b>	<b>What do we want to achieve? (Targets)</b>	<b>How Will we get there?</b>			
<b>Information Security cont'd</b> :To provide support and systems services to maintain the Confidentiality, integrity and availability of systems	Resolve identified network vulnerabilities within 60 days of identification	Vulnerabilities are resolved as priorities and resources allow	All vulnerabilities identified and assessed as either high or medium risk are resolved within 60 days of identification	Review monthly scan findings, define and apply resolution Retest, validate and record resolution of vulnerabilities	Monthly	Head of IT  Fred Greer	Maintained Network infrastructure with auditable security controls

### **3.0 IMPROVING OUR SERVICE AND MANAGING PERFORMANCE**

#### **3.1 Annual Improvement Objectives and Associated Programs**

The Council has set a number of annual improvement objectives and associated programs (projects and activities) for 2018/19 which aim to bring about improvement. The improvement objectives and key improvement programs, set out Council's contribution to the sustainable Community Plan for the District; against which we can monitor and report progress.

Each Council department provides resources to assist with the improvement activities contained within each improvement project (individual service improvement contribution activity linked to corporate improvement programs can be found in 3.2 of the service plan). The annual improvement objectives also align to the Council's main corporate planning document (Corporate Plan 2015 - 2019), which contains the council's strategic direction and main priorities.

The Council will focus on the following improvement objectives for 2018 to 2019:

- (i) To assist in the growth of the local economy by increasing the number of visitors to our district.
- (ii) To help manage our waste and environment by reducing the amount of waste going to landfill.
- (iii) To improve the accessibility of our services by increasing the number available online.
- (iv) To support people to adopt healthier lifestyles by increasing usage of Council Recreational facilities

We utilise outcome based accountability methodology to manage our performance. This tells us the impact our services are having on communities. Further detailed information relating to Council's improvement objectives, associated activities, outcome indicators, projects and targets is available at (*Mid Ulster Council's Improvement Plan 2017/18 – 2018/19*) or by contacting the Democratic Services Team on 03000 132132.

### 3.2 Service Contribution to the Corporate Improvement Objectives/Projects

Link to Community Plan Theme:		Corporate Plan Theme						
CMP 1.3 Economic Growth - Our Towns & Villages are vibrant & competitive		CRP 1.6 Delivering for Our People - Integration of a culture of service improvement as the key to service delivery.						
Improvement Plan Objective	Service Objective	How Will we measure the impact of our work (PI's)	Where are we now? (Baseline data)	What do we want to achieve? (Targets)	How Will we get there?			
					Key Actions	Dates	Owners	Outcome
3.0 To improve the accessibility of our services by increasing the number available online	Create operational online service to commission and pay for Bulky Household Collections	Number of transactions made online for Bulky Household Collections for the year 2018/19	Service change now requires the service to be charged for; currently manually collecting payments	The creation of an online form that takes secure payment and collection details.	<ul style="list-style-type: none"> <li>Development of relevant forms online</li> <li>Creation secure payment gateway service</li> <li>Test &amp; review</li> <li>Implement live</li> <li>Record and report via CIP3 and Corporate Health Indicators</li> </ul>	30/04/2018 30/05/2018 15/05/2018 01/06/2018 31/03/2019	Head of IT	Specific Live form processing online transactions and reporting on same at year end
	Create operational online service to take payment for previously Invoiced Goods and Services provided by Council	Number of transactions made on line to pay for invoices goods & other services	No functionality online	The creation of an online form that takes secure payment and collection details.	<ul style="list-style-type: none"> <li>Development of relevant forms online</li> <li>Creation secure payment gateway service</li> <li>Test &amp; review</li> <li>Implement live</li> <li>Record and report via CIP3 and Corporate Health Indicators</li> </ul>	30/04/2018 30/05/2018 15/05/2018 01/06/2018 31/03/2019	Head of IT	Live form online processing transactions and reporting on same at year end
	3. Extension of online booking services to Dungannon and Maghera Leisure centres	Number of transactions made using the service	Online service is not available	Integrate online systems into Maghera and Dungannon Leisure centres	<ul style="list-style-type: none"> <li>Build ,test and train Staff</li> <li>Deploy live environment and expose services</li> <li>Monitor and record transactions</li> <li>Report to Corporate Health Statistics</li> </ul>	30/04/2018 30/06/2018  Ongoing Year end	Head of IT  Head of Leisure Services	Live facility to allow booking of services online in Dungannon and Maghera Leisure services

### **3.3 RISK MANAGEMENT OF SERVICE**

The purpose of risk management is to manage the barriers which prevents the Council from achieving its objectives. This section of the service plan includes space for the Service to input their key risks (in summary form), which have been identified during the business planning process. The Council uses risk management to maximize opportunities and minimize risks. This improves its ability to deliver priorities and improve outcomes. This is why the Council deems it important to link business planning and risk management. Risk Management aims to:

- Help the Council achieve its overall aims and objectives
- Manage the significant risks the Council faces to an acceptable level
- Assist with the decision making process
- Implement the most effective measures to avoid, reduce and control those risks
- Balance risk with opportunity
- Manage risk and internal controls in the most effective way.



This table illustrates the risks identified to deliver the Services business in 2018-19.

Risk Ref Number	Description of Risk	Risk Rating	Mitigation Activity
1.	Malicious Attack on ICT systems causing system availability, integrity and confidentiality	9	Security and policies in place, Awareness training, Systems for protection and technical controls
2.	Failure to Comply with personal Data Legislation	12	Compliance GDPR plan in progress, SMT updates, training and awareness and policy review under way, technical and physical controls in place
3.	System resilience and recovery failure	8	Disaster recovery plan and DR test plan ,Resilient System design in place
4.	ICT systems fail to meet the needs of its users	9	Annual review, SMT review quarterly
5.	Insufficient Resources and funds	9	Well established budgetary planning process, new budget agreed and in place. Experienced staff, comprehensive and up to date job descriptions and training
6.			
7.			
8.			

Rating	Descriptor
16 - 25	Extreme Risk (immediate action required)
10 - 15	High Risk (urgent action required)
7 - 9	Moderate Risk (action required)
1 – 6	Low Risk (keep under review)



<b>Report on</b>	Mid Ulster Bonfires - Resources
<b>Date of Meeting</b>	3 <sup>rd</sup> May 2018
<b>Reporting Officer</b>	Mark Kelso - Director Public Health & Infrastructure
<b>Contact Officer</b>	Mark Kelso - Director Public Health & Infrastructure

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

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To update Members on the Bonfire Management Programme and seek financial resource for its implementation.
<b>2.0</b>	<b>Background</b>
2.1	Members will be aware that a Bonfire Working Group has been established through the Environment Committee, which has considered a range of issues pertaining to local bonfire events held on Council property. A report on draft procedural arrangements for bonfire management was considered and agreed at the April meeting of Council with the intent of promoting public safety, reducing public risk and the maintenance of good community relations.
<b>3.0</b>	<b>Main Report</b>
3.1	<p>The Bonfire Management Programme is designed to assist with practical arrangements for safe bonfire management and will provide guidance and good practice to enable residents and communities to celebrate safely while reducing the potential for issues of neighbour nuisance or dangerous behaviour and in accordance with Good Relations guidance</p> <p>The Bonfire Working Group are in the process of finalising the Draft Policy and procedures which will be presented to Environment Committee for consideration. It is recognised that the Bonfire Management Programme will require adequate resourcing for its effective implementation. The Strategic Action Plan will set out a 2 - 5 year programme of activity to support local communities who wish to hold events on Council premises to enable them to continue to promote their cultural celebrations in a safe and sustainable manner.</p> <p>As Council has made no specific budget provision for these activities to date, suitable provision requires to be made. Following celebration events held on Council premises last year it was estimated that Council incurred clean-up costs in the order of £ 18,000 across its range of properties. To provide a more structured approach to resourcing it is proposed to make suitable provision as outlined in Table 1 below.</p>

	<b>Table 1</b>	
	<b>Cost Type</b>	<b>Amount (£)</b>
	Site Management Costs	25,000
	Contingency	25,000
	<b>TOTAL</b>	<b>50,000</b>
	It is proposed that Members agree the resource allocation as outlined for the management of bonfires on Council premises.	
<b>4.0</b>	<b>Other Considerations</b>	
<b>4.1</b>	<b>Financial, Human Resources &amp; Risk Implications</b>	
	Financial: As identified	
	Human: As identified	
	Risk Management: As identified	
<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>	
	Equality & Good Relations Implications: As determined	
	Rural Needs Implications: As determined	
<b>5.0</b>	<b>Recommendation(s)</b>	
5.1	That Members agree the allocation of £50,000 for the Mid Ulster Bonfire Management programme.	
<b>6.0</b>	<b>Documents Attached &amp; References</b>	
	None	

**Minutes of Meeting of Policy and Resources Committee of Mid Ulster District Council held on Thursday 12 April 2018 in the Council Offices, Ballyronan Road, Magherafelt**

**Members Present**

Councillor Molloy, Chair

Councillors Ashton, Buchanan, Elattar, Forde, Gildernew, Kearney, S McGuigan, McKinney, McLean, Totten

**Officers in Attendance**

Mr A Tohill, Chief Executive  
Mrs Canavan, Director of Organisational Development  
Mrs Kerr, Head of Finance  
Ms Mezza, Head of Marketing and Communications  
Mr Moffett, Head of Democratic Services  
Mr O'Hagan, Head of ICT  
Mr JJ Tohill, Director of Finance  
Mrs Grogan, Democratic Services Officer

The meeting commenced at 7 pm.

**PR071/18 Apologies**

Councillors Bateson, Cuddy, Doris, McPeake, M Quinn and Council Solicitor.

**PR072/18 Declaration of Interest**

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

The Chair, Councillors Gildernew and McKinney declared an interest in the National Association of Councillors.

**PR073/18 Chair's Business**

Councillor McKinney advised that he had received a call today raising concern about the Doctor's surgeries in Dungannon being seriously under pressure and asked that a meeting be arranged with the Southern Health and Social Care Trust to raise concerns.

Proposed by Councillor McKinney  
Seconded by Councillor Molloy and

That a meeting be arranged with the Southern Health and Social Care Trust to raise concerns about Doctors Surgeries in Dungannon being under pressure.

The Chief Executive advised that he had been made aware of the extreme pressure Doctor's surgeries in Dungannon were experiencing due to staffing issues. He said that usually this would be brought to Council for approval but given the concern

raised by party representatives tonight, that he would seek approval from members present to proceed with arranging a meeting with representatives from the Southern Health and Social Care Trust as a matter of urgency.

Proposed by Councillor Gildernew  
Seconded by Councillor Forde and

**Resolved:** That it be recommended to the Council that a meeting be arranged between the delegation of Mid Ulster District Council and Southern Health and Social Care Trust to raise concerns regarding extreme pressure on Doctors Surgeries in Dungannon.

Councillor McLean referred to a meeting last year with representative from DfI Roads Service at which mention was made of an 'app' being promoted (by a private individual) on which issues such as potholes in the area could be notified, and raised concern regarding the lack of correspondence since and enquired if there has been any update as other Councils have come on board.

The Chief Executive advised that this would be under the remit of the Environment Committee like another App "Bin-Ovation" but would liaise with the department concerned and bring back an update to members.

### **Matters for Decision**

#### **PR074/18 Gas to the West – Option Agreement and Easement**

The Chief Executive drew attention to the previously circulated report to seek Members' approval for the Council to enter into an Option Agreement for an Easement in relation to the laying of a natural gas pipeline at lands at Moneymore RC Playing Fields/Moneymore HWRC, Moneyhaw Road, Moneymore ("the Site").

In response to the Chair's query regarding traffic disruption, the Chief Executive advised that there would be some traffic disruption but would be kept to a minimum.

Councillor Gildernew referred to the A29, Dungannon to Cookstown road and stated that the contractors were doing a magnificent job including the cutting of hedges and trees.

Proposed by Councillor Gildernew  
Seconded by Councillor S McGuigan and

**Resolved:** That it be recommended to the Council that approval be given for the Council to enter into an Option Agreement and subsequent Easement with SGN in relation to lands at Moneyhaw Road, Moneymore.

#### **PR075/18 Audio Recording of Committee Meetings**

The Chief Executive drew attention to the previously circulated report to inform Members of the various issues arising in consideration of the audio recording of Committee meetings.

He said that where there has been an issue with the accuracy of the minutes the matter has been referred back to the relevant committee and the committee Members have agreed the wording of the minute.

Councillor McKinney proposed to let things stay the way they are and said that things are said in meetings through the heat of the moment and taken out of context which are forgot about or resolved within the first couple of minutes of the next meeting. He said that the prime example of this would be the Planning Committee where heated discussions do occur.

Councillor McGuigan said that he would be of a different opinion but would accept the arguments presented but said that audio recordings are taken of the Council meetings including decisions that come out of committee. He said that some other Councils already do this and asked why there should be a differential. He stated that he would agree that the costs are high and anticipated that if agreed would not be implemented this year but may be worthwhile considering this in the future. He also agreed that certain issues around certain committee meetings can sometimes be contentious i.e. planning but would be of the opinion that we shouldn't be any different to any other council as discussions should be open and transparent.

Councillor Kearney enquired if the audio recordings of the Council were amenable to the public if requested.

The Chief Executive advised that only the Open Business of the Council meeting was available to the public, which was also published on the MUDC website.

Councillor McLean stated that he would be of the same opinion as Councillor S McGuigan, if it shouldn't be said then don't say it as Councillors are elected by the public to be leaders and lead by example. He said that anything that he ever has said in a committee meeting he stood over or apologised. He did say however that he would have concerns about the costing of £30k for installation of audio equipment for Cookstown Chamber as it was very small and closed in compared to Dungannon and Magherafelt and would not be convinced that money should be spent on its current state and this would be his only issue.

He suggested that it would be better if parties had a chance to further explore this and defer the issue until the next meeting.

Councillor Gildernew agreed with Councillor McLean that more consideration would need to be given to this, especially around Planning meetings as a lot of things are said in anger.

The Chair agreed that committee meetings should be open and transparent, but would have concerns regarding costs involved with Cookstown Chamber as he felt that it was not up to the standard for the installation of the audio equipment and that consideration should be given to looking at upgrading it first before committing to spending £30k.

Proposed by Councillor McLean

Seconded by Councillor Gildernew and

**Resolved:** That it be recommended to the Council to defer the matter until the next committee meeting so further consideration can be given to the most favourable way forward.

**PR076/18 Review of Policy on Receptions (civic recognition)**

The Head of Democratic Services drew attention to the previously circulated report to provide Members with an updated policy in respect of the provisions of civic hospitality in the form of receptions.

Councillor Ashton advised that she was one of the members which sat on the Working Group which had taken a long time to do and welcomed the hard work which had been done. She referred to the amount of civic recognitions and said that the form for Councillors to complete would eliminate the amount of staff time wasted on chasing up addresses and further information.

She said that she would be happy to propose the recommendation as long as the remaining ones on the old system were honoured under current arrangements.

Proposed by Councillor Ashton  
Seconded by Councillor Kearney and

**Resolved:** That it be recommended to the Council to approve the Civic Honour and Receptions Policy and to honour remaining requests.

**PR077/18 Dungannon Council Chamber: Branding**

The Head of Marketing and Communications drew attention to the previously circulated report to ask the committee to consider amendments to the application of the Council's brand in the chamber in the Dungannon offices.

Councillor Gildernew said that he didn't mind asked if the technical difficulties meant that the brand could not be placed on the rear wall of the Chamber.

Proposed by Councillor McLean

To leave the branding in the chamber the way it is.

Councillor S McGuigan felt that option 1 was going to be too small and wouldn't be worthwhile and that Option 2 was his preferred option.

Proposed by Councillor S McGuigan  
Seconded by Councillor Gildernew

To proceed with Option 2.

Councillor Buchanan agreed with Councillor McLean and said that it was too costly and leave the Chamber the way it was.



Councillor Elattar said in her opinion there would be nothing wrong having the same as Magherafelt for Dungannon chamber.

Councillor S McGuigan felt that it shouldn't be much of an issue as it was 15mms and felt that it shouldn't impact much on people sitting at the top table.

The Head of Marketing and Communications advised that technically, because the rear wall was not flush, a replacement panel would need to be built out a little from the wall, but could still be achieved.

The two proposals were put to the vote:

Councillor McLean's proposal was put to the vote

For	5
Against	6

Councillor McGuigan's proposal was put to the vote:

For	6
Against	5

**Resolved:** That it be recommended to the Council that approval be given to be given to proceeding with Option 2.

### **Matters for Information**

#### **PR078/18 Minutes of Policy and Resources Committee held on Thursday 8 March 2018**

Members noted minutes of Policy and Resources Committee held on Thursday 8 March 2018.

#### **PR079/18 Marketing & Communications Activity Update**

Members noted the previously circulated report which provided an update on key areas of recent marketing and communications activity.

*Councillor Ashton left the meeting at 7.40 pm and returned at 7.45 pm.*

#### **PR080/18 National Association of Councillors and Local Government Staff Commission**

Members noted previously circulated report which provided an update on correspondence received from the Local Government Staff Commission (LGSC) and the National Association for Councillors (NAC) on annual membership/contributions payable for 2018-19.

Councillor S McGuigan said that he would be of the opinion not to pay as this was an ongoing thing of trying to get rid of this body, but this is not the case because of the Assembly not being operational.

The Chief Executive said that as the Local Government Staff Commission was an Executive Non-Departmental Public Body established under the Local Government (NI) Act 1972 to oversee the recruitment, training and terms of conditions of employment to Officers, the Council were obliged to make an annual payment for services provided and the only way of dissolving this would be to bring it through the assembly which is not in operation. He said that unfortunately the Council had no choice but to pay their share and there was a legal obligation to do so, but moving forward that we can write to the Department of Communities and register our discontent.

Councillor S McGuigan said although he agreed with the Chief Executive, other Councils have opted out of the scheme and would propose writing to the Department of Communities advising of this Council's discontent.

Proposed by Councillor S McGuigan  
Seconded by Councillor McKinney and

**Resolved:** That it be recommended to the Council to pay fees as requested but write to the Department of Communities outlining this Council's discontent in having to make payment for the Local Government Staff Commission subscription.

#### **PR081/18 Corporate Health Indicators: 2017-18 (Qtr 1-3)**

Members noted previously circulated report which provided an update on the measurement of the Council's Corporate Health Indicators for Qtrs. 1 to 3 of the period 2017-18.

Councillor Gildernew said that by looking at the report, we are in a healthy state of affairs and would commend officers on their work, but would like to see a comparison with other Councils.

The Chief Executive advised that comparisons are done with other Councils against certain indicators and that officers would see how this could be included in future reports.

In response to Councillor S McGuigan's query regarding overtime, the Chief Executive advised that the Council are unlikely to ever be in a position where overtime could be totally phased out, but there is a strong focus on better management of overtime. He said where there was significant overtime being accumulated, it would be worthwhile considering employing another person but that there were considerable reductions in overtime compared to two years ago.

**PR082/18     Nine Month Progress Update on the Council's Performance Improvement Plan (Q1, Q2 & Q3 2017-18)**

Members noted previously circulated report to provide Members with monitoring information on review of performance against our seven statutory and three corporate performance improvement indicators and standards for the first nine months of 2017/18. The report also provides a progress summary against the Council's four corporate improvement projects. The indicators and standards as well as the 4 improvement projects are contained within the Performance Improvement Plan 2017/18 and 2018/19.

**Local Government (NI) Act 2014 – Confidential Business**

Proposed by Councillor S McGuigan  
Seconded by Councillor McKinney and

**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 PR083/18 to PR092/18.

**Matters for Decision**

PR083/18     Staffing Matters for Decision  
PR084/18     Council Reserves

**Matters for Information**

PR085/18     Confidential Minutes of Policy and Resources Committee held on Thursday 8 March 2018  
PR086/18     Contracts and DAC  
PR087/18     Financial Report for 11 months ended 28 February 2018  
PR088/18     Council Insurances  
PR089/18     GDPR Compliance and Progress Update  
PR090/18     Sickness Absence Update for the period 1 April 2017 to 28<sup>th</sup> February 2018  
PR091/18     Staffing Matters for Information  
PR092/18     Update on Financial Structure

**PR093/18     Duration of Meeting**

Meeting was called for 7pm and ended at 8.10 pm.

CHAIR \_\_\_\_\_

DATE \_\_\_\_\_



<b>Report on</b>	Non-domestic property revaluation 2020
<b>Date of Meeting</b>	Thursday, 3 May 2018
<b>Reporting Officer</b>	Director of Finance
<b>Contact Officer</b>	Director of Finance

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

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To provide Members with an update in relation to the Land and Property Service's (LPS) scheduled revaluation of non-domestic properties, which will be effective for Rates purposes from 1 April 2020.
<b>2.0</b>	<b>Background</b>
2.1	Members will recall that Council and Regional Rates are levied on both non-domestic and domestic hereditaments (or properties).
2.2	The Rate burden is shared between the non-domestic and domestic sectors in the same proportion as it has been since Rates were introduced in 1976. This means that if 60% of the Rate burden was borne by the non-domestic sector in 1976, 60% of the Rate burden will be borne by the non-domestic sector in 2018.
2.3	Within each sector, the Rate burden is apportioned between properties on the basis of their: <ul style="list-style-type: none"> <li>• Non-domestic sector – net annual value (NAV); and</li> <li>• Domestic sector – capital value</li> </ul>
2.4	Although the Valuation List is updated throughout each year as properties are added to or deleted from or amended in accordance with information supplied to the LPS, periodic revaluations of the properties within each sector are conducted to ensure that the Rate burden borne by that sector is distributed as equitably as possible.
2.5	The most recent revaluation of the non-domestic sector became effective from 1 April 2015 and was based on the properties being valued using April 2013 rental values. It is not possible to perform a revaluation of approximately 75,000 non-domestic properties and introduce those revaluations to the Valuation List with effect from a given date and use a valuation basis of the same date. This is simply because the revaluation exercise requires a lead time of approximately 2.5 years.

<b>3.0</b>	<b>Main Report</b>
3.1	Council has received correspondence (attached) from the LPS, which advises that LPS is in the process of commencing the non-domestic revaluation 2020. This revaluation will be based on rental values at 1 April 2018.
3.2	The correspondence explains that the revaluation has been provided for in legislation and is being performed now, just over three years since the last revaluation's effective date, i.e. 1 April 2015, to ensure that the Valuation List is as up to date as possible from a valuation perspective. This will help ensure that the Valuation List is as closely aligned to market property values as possible, which should help ratepayers understand and their Rate bill.
3.3	Frequent revaluation also helps to ensure that redistribution of the sectoral Rate burden between individual ratepayers does not present massive swings in their Rate liabilities. Where rating appeals occur and are successful, frequent revaluations also help minimise the scale of backdating Rate reductions. Equally, close proximity of revaluations also restrict the period where business Rates can be backdated to the financial detriment of the ratepayer.
3.4	Members should remember that Rating revaluations will not increase the amount of Rates collected; they simply redistribute the Rate burden between ratepayers. Individual ratepayers may become liable to pay more or less Rates because of movements in the valuation of their property relative to the total value of properties in the Valuation List but the total amount of Rates collected is not impacted by the revaluation. The total amount of Rates collected is determined by the District and Regional Rates, which are set by district councils and the Assembly respectively.
3.5	Members may wish to communicate notice of the impending revaluation and its potential consequences for individual ratepayers to any constituents who pay business Rates to enable them to consider whether they could be exposed to a significant increase in their business Rates due to the revaluation.
<b>4.0</b>	<b>Other Considerations</b>
<b>4.1</b>	<b>Financial, Human Resources &amp; Risk Implications</b>
	<p>Financial: No impact on total amount of Rate income collectable by Council but individual ratepayers may see their Rate bill increasing or decreasing as a consequence of the revaluation</p>
	<p>Human: N/A</p>

	<p>Risk Management:</p> <p>If there are significant swings in property valuations, individual ratepayers will see their Rate bill increase or decrease accordingly. This could result in certain ratepayers seeing an unforeseen increase in their Rate bill in April 2020, which, if not planned for, could expose some to financial distress. Financial distress could impact on Council in two ways:</p> <ol style="list-style-type: none"> <li>1. Negative publicity</li> <li>2. Business failure, which would result in a loss of Rate income to Council</li> </ol>
<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>
	Equality & Good Relations Implications:
	Rural Needs Implications:
<b>5.0</b>	<b>Recommendation(s)</b>
5.1	That Members note the contents of the Report.
<b>6.0</b>	<b>Documents Attached &amp; References</b>
6.1	Letter dated 20 April 2018 from LPS to Council's Chief Executive providing notice of the forthcoming revaluation
6.2	Revaluation factsheet prepared by LPS for benefit of elected Members







Land &  
Property  
Services  
Seirbhísí  
Talún &  
Maoine

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Mr Anthony Tohill  
Chief Executive  
Mid Ulster District Council

Date: 20<sup>th</sup> April 2018

(by e-mail)

Dear Anthony

### **Revaluation of Non Domestic Properties**

I am writing to advise you that we are now entering a public phase of the next rating revaluation of all non-domestic properties in Northern Ireland and to provide you with some background.

Preparatory work is already well under way within Land & Property Services (LPS). For a project of this scale and complexity, a two and a half year lead in time is required by LPS to revalue over 75,000 non-domestic properties. It is planned that the new Valuation List will come into effect on 1 April 2020 based on rental values at 1 April 2018. The legislation fixing that date is already in place. As you know, the last revaluation of non-domestic properties in Northern Ireland was in 2015 and was based on April 2013 rental values. This, therefore, ensures that the gap between revaluations will not exceed five years.

You will be well aware that this is an exercise in redistribution, and revaluation in itself does not raise more money for public finances. Revaluation, however, will ensure that the rating system remains as closely aligned to market values as possible for ratepayers. There are a number of benefits for councils; in particular more frequent revaluations result in reduced swings in values, but they also restrict excessive backdating of business rates.

Preparatory work has included meeting with trade bodies and other organisations on how Revaluation 2015 was handled and particularly how LPS could improve our interaction with business organisations. We have been seeking the co-operation of business groups by asking them to encourage their members to provide information to LPS. To ensure that the new assessments are fair and accurate, we require up to date rental and lease information.

Reval2020 is now entering a new public phase. Next week, commencing 23 April, LPS is contacting all business occupiers and a Press Release will issue from the Department of Finance. LPS is urging business ratepayers to provide their rental information now. The data collected will be analysed and used to produce new rateable values. These values will then be used to calculate rate bills from April 2020.

LPS will write to all ratepayers and ask them to complete a Rent and Lease Questionnaire (RALQ). Most ratepayers will use the online service to submit their rent and lease information; ratepayers in some particular property types will receive forms to complete. The revaluation of certain types of property will also require trading information including accounts over several years, for example, for petrol filling stations, hotels and public houses. This process is to ensure that valuations reflect current market conditions. Legislation requires that business ratepayers must provide the information; fines for non-compliance can be imposed. It is also in their interest to do so, thereby helping to ensure that they pay the correct amount of business rates from April 2020.

Amongst the organisations that my colleagues and I met was NILGA. As a result of the meeting with Derek McCallan we have recently provided a fact sheet on this phase of Reval2020 to NILGA which they in turn have distributed to local councillors. We are in the process of providing tailored fact sheets to other groups. I have attached a copy of the Councillors fact sheet for your information. You may be interested to note that I will brief representative District Council Finance Officers on Reval 2020 at the planned Penny Product Working Group meeting on 3 May.

I hope that this information is helpful; should you or your Council require further information at this time on Reval2020, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Alan Brontë', with a horizontal line underneath.

**Alan Brontë**

# Reval2020

## Revaluing properties for business rates



## INFORMATION FOR LOCAL COUNCILLORS

### What is this about?

Land & Property Services (LPS) is revaluing properties in Northern Ireland for business rates. The last revaluation was held in 2015 based on 2013 rental levels which will result in a five year gap to 2020.

### Why is LPS carrying out this revaluation?

LPS is carrying out this revaluation now to ensure that business rates stay up to date and reflect local economic changes by distributing rate liability fairly across all sectors in line with changes in rental values.

### How will this affect ratepayers?

LPS is urging business ratepayers to provide their rental information now in 2018. The data collected will be analysed and used to produce new rateable values. These values will then be used to calculate rate bills from April 2020.

LPS will write to ratepayers and ask them to complete a Rent and Lease Questionnaire (RALQ). Ratepayers should provide LPS with the information requested now.

You may receive requests for advice on the revaluation from your constituents. Please advise them that they should provide LPS with the information requested.

### Why should ratepayers complete the questionnaire?

Legislation requires that business ratepayers must provide the information; fines for non-compliance can be imposed. It is also in their interest to do so; helping to ensure that they pay the correct amount of business rates from April 2020.

### When will this happen?

The questionnaire will be available from the end of April. The data collected will be analysed and reviewed to produce new rateable values. LPS will publish the new values in draft format online in late autumn 2019, with rate bills based on the new values issued from 1st April 2020.

### Will rate bills change?

At this stage it is impossible to say what the impact on individual ratepayers will be. As a result of revaluation some rate bills will go down but some will go up. Many will stay almost the same. This is an exercise in readjustment. The District Rate and the Regional Rate decides the actual level of rates paid.

## How does LPS value property for rates?

There are 3 industry standard methods to assess a rental value.

### COMPARATIVE METHOD

LPS analyses all actual rents collected, this method is used for the majority of properties such as shops, offices, warehouses and factories.

### RECEIPTS AND EXPENDITURE METHOD

LPS analyses trading information such as a turnover or throughput. This method is used to assess the rental value of a property where there is limited or no rental evidence available and the property's rental value is related to its level of trade. A pub would be an example.

### CONTRACTOR'S METHOD

LPS analyses building costs and land values, this method is used to assess the rental value of a property where there is no rental or trading information available. A school or hospital would be an example.

## For your information

Most ratepayers will use the online service to submit their rent and lease information, some ratepayers will receive forms to complete. Ratepayers who have no access to a computer can get help to fill in the questionnaire by calling **0300 200 7801**. All the information gathered from the questionnaire is subject to the Data Protection Act and General Data Protection Regulations legislation.

## Are there plans to carry out a domestic revaluation?

There are no plans for a revaluation of domestic properties.

## Where can I find out more information?

You can find out more on our website  
**[www.finance-ni.gov.uk/reval-2020-ni](http://www.finance-ni.gov.uk/reval-2020-ni)**