

**A**

**Minutes of Meeting of Policy and Resources Committee of Mid Ulster District Council held on Thursday 4 June 2015 in the Council Offices, Burn Road, Cookstown**

**Members Present:** Councillor Sean McGuigan, Chair  
Councillors Ashton, Bateson, Buchanan, Cuddy, Elattar, Forde, Mallaghan, McKinney, McLean, McPeake, Molloy, M. Quinn, T. Quinn and Totten

**Officers in Attendance:** Mr A Tohill, Chief Executive  
Mrs M Canavan, Lead Officer for HR  
Mrs G Dyson, Head of Human Resources  
Ms U Mezza, Head of Marketing Communications  
Mr P Moffett, Head of Democratic Services  
Mr B O'Hagan, Head of ICT  
Mr JJ Tohill, Lead Officer for Finance  
Mrs M Grogan, Committee Services/Senior Admin Officer

The meeting commenced at 7.00 p.m.

**PR89/15 Apologies**

Councillor Phelim Gildernew.

**PR90/15 Declaration of Interest**

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

**PR91/15 Receive and confirm minutes of the Policy & resources Committee held on Thursday 4 June 2015**

**Amendment**

Councillor Bateson clarified an amendment he made at the Council meeting relating to PR75/15 page 3, paragraph 8, to be added to read "Circulation of papers should be independently assessed"

Proposed by Councillor McPeake  
Seconded by Councillor McKinney and

**Resolved:** That the minutes of the meeting of the Policy & Resources Committee held on Monday 11 May 2015 (PR71/15 – PR88/15) were considered and subject to the foregoing amendments, signed as accurate and correct.

## **Matters for Decision**

### **PR92/15      Appointment of Diversity Champion**

The Head of Democratic Services presented a report on the Appointment of a Diversity Champion and advised that the purpose of the report was to consider a request from the Local Government Staff Commission inviting a member(s) and officer(s) to act as Diversity Champions for Mid Ulster District Council.

The Head of Democratic Services recommended that a Diversity Champion be drawn from council's elected members and an officer be appointed by the Chief Executive, subject to council agreement on involvement in the initiative.

Nominations were sought:

Proposed by Councillor McLean

That Councillor M Quinn be the Diversity Champion.

Councillor T Quinn in his capacity as the SDLP Deputy Group Leader thanked Councillor McLean for the nomination, but would decline at this stage.

Proposed by Councillor Molloy  
Seconded by Councillor McPeake and

**Resolved:** That it be recommended to the Council that Councillor Mallaghan be nominated as Diversity Champion for Mid Ulster District Council and that the Chief Executive nominate an officer.

### **PR93/15      Mid Ulster District Council Equality Scheme**

The Head of Democratic Services presented a report on Mid Ulster District Council's draft Equality Scheme and advised that it was to update members on its current status and to present correspondence received from the Equality Commission.

The Head of Democratic Services recommended that members consider the correspondence from the Equality Commission and consider for approval the amended Equality Scheme.

Proposed by Councillor McLean  
Seconded by Councillor Forde and

**Resolved:** That it be recommended to the Council to accept the recommendation of the Head of Democratic Services, to approve the amended Equality Scheme and submit with the Equality Commission for Northern Ireland.

## **PR94/15      Mid Ulster District Council Draft Procurement Policy**

The Lead Officer for Finance presented a report on the draft Procurement Policy updating a version previously submitted to Policy and Resources Committee on Tuesday 3 February 2015.

The Lead Officer for Finance recommended that the draft Policy as previously circulated be adopted.

Councillor Mallaghan enquired on the use of evidence from works previously undertaken by Contractors' and how this could be sought.

The Lead Officer for Finance advised that it would now be a requirement for all Contractors to declare any issues with past contracts including Public Sector contracts and if none were declared and subsequently uncovered then this would result in a breach of contract. He added that documentation on declaration of breaches would be included in all tender documentation being issued.

Councillor Mallaghan suggested organising a meet the buyer style workshop for local businesses, inviting them to get involved and give them an opportunity to make quotation and tender submissions with the council.

The Lead Officer for Finance advised that an estimated contract value of £30,000 would require four quotations and each officer would be responsible for seeking same.

Proposed by Councillor Mallaghan  
Seconded by Councillor McLean and

**Resolved:** That it be recommended to the Council to set up a workshop for local businesses in Mid Ulster area.

Councillor McLean stated the need for procurement to be kept within a Northern Ireland context. He added that, if a tender was in any other jurisdiction, it would be kept within the area and hence would therefore like the same for Mid Ulster District. He enquired if a maximum of six people tendered, would they be rolled over until the next given opportunity.

The Lead Officer for Finance stated that there would be no difficulty in doing this as an organisation could have the quantity but may not have the quality. An addendum can be established on quality if required.

In response to a query from Councillor McLean on Exceptional Circumstances on page 13, item 5.7 the Lead Officer for Finance advised that this was included to provide for unforeseen eventualities such as no available Committee Meetings to seek

approval, a missed opportunity to go to Council and a 60 day deadline where the only mechanism would be to use the exceptional circumstance.

The Chief Executive stated that an exceptional circumstance would be exceptional and added that the Council would strive to have social clauses on construction built into contracts, where practical.

Councillor Cuddy stated that he would like the opportunity to see monthly expenditure on contracts which had been the case with the former Dungannon and South Tyrone Borough Council.

The Lead Officer for Finance advised that monthly costings would be brought separately to the Audit Committee as this would represent an opportunity to see all Council expenditure and performances.

Councillor Cuddy felt that figures should be brought to the Policy and Resources Committee as Councillors at the said committee would be responsible if anything went wrong.

The Lead Officer for Finance stated that the Council was dealing with various issues including the preparation of accounts and the budgets but indicated that reports could be routinely made available.

Councillor Molloy welcomed the implementation of the social clause but raised concern regarding Contractors using zero hour employment contracts.

The Lead Officer for Finance stated that zero hour contracts were not illegal but agreed to seek legal advice if this could be included within the overall social clause.

Councillor Mallaghan referred to a local business expressing an interest in providing catering services for the Council.

The Lead Officer for Finance stated quotations that all quotations would be considered and if over the threshold of £30,000 then it would become a tender exercise. He said policy emphasis is on accountability and officer decisions will be in line with the policy.

Proposed by Councillor Mallaghan  
Seconded by Councillor McLean and

**Resolved:** That it be recommended to the Council to accept the recommendation of the Lead Officer for Finance and adopt the Procurement Policy.

## **PR95/15      Nominations for Panel Members in Relation to the Chief Executive Appraisal Procedure**

*The Chief Executive left the room*

The Lead Officer for HR presented a report and sought member nominations for a panel in relation to the Chief Executive's performance appraisal.

The Lead Officer for HR recommended that five elected members be nominated using the d'hondt method to ensure at least one from each political group on the Council is represented on the panel.

The following nominations were made:

- SF      - Councillor McPeake nominated Councillors Mallaghan and Dillon
- SDLP   - Councillor T Quinn nominated Councillor M Quinn
- UUP    - Councillor McKinney nominated Councillor Cuddy
- DUP    - Councillor McLean nominated Councillor Ashton

**Resolved:** That it be recommended to the Council that Councillors Mallaghan, Dillon, M Quinn, Cuddy, and Ashton be nominated to the performance appraisal panel.

*The Chief Executive returned to the room*

## **Matters for Information**

### **PR96/15      Partnership Panel in N Ireland – Draft Work Plan 2015-2019**

The Head of Democratic Services presented a report to update members on the Partnership Panel for Northern Ireland activity and its draft Work Plan for 2015-2019.

He asked that members note receipt of the draft Work Plan and provide comment, as appropriate for feedback to the Joint Secretariat of the Partnership Panel.

Councillor McPeake stated that NILGA does a good job for local Councils and was dismayed to discover that their funding had been severely cut from various funding streams. He enquired if NILGA's annual membership could be paid in one instalment instead of two given its financial situation.

The Chief Executive advised that NILGA had agreed to a two instalment payment and at no time were the Council aware of any difficulty. He clarified the breakdown of the NILGA membership subscription making reference to an element being for National

Joint Council activity, of which there were currently discussions taking place on how it would be delivered for local government in the future. The Chief Executive added that the full invoice could be paid if the Committee were wished to proceed. Councillor McLean stated that this could be reviewed at a later date.

Councillor McPeake requested that a briefing on the National Joint Council should be provided to members at a future meeting.

#### **PR97/15      NILGOSC Audit of Inequalities**

The Lead Officer for HR presented a report to inform members of the new Section 75 Audit received from NILGOSC identifying inequalities which existed for those affected by the functions and policies of the NILGOSC Pension Scheme.

Noted

#### **PR98/15      HR Policies Progress Update**

The Lead Officer for HR presented a report to update members on the status of HR policies for Mid Ulster District Council and mechanism for developing and taking them forward. She advised that members will be kept informed regarding progress on Policies for Mid Ulster District Council.

Noted

#### **Confidential Business**

Proposed by Councillor Mallaghan  
Seconded by Councillor M Quinn

**Resolved:** That items (PR99/15 – PR103/15) be taken as confidential business.

#### **PR104/15      Duration of Meeting**

The meeting commenced at 7.00 pm and ended at 8.30 pm.

CHAIR \_\_\_\_\_

DATE \_\_\_\_\_

**B**



<b>Subject:</b>	Ulster Scots Policy EQIA
<b>Reporting Officer:</b>	Anne-Marie Campbell, Director of Culture and Leisure

<b>1</b>	<b>Purpose of Report</b>
1.1	To advise Members of the progress in respect of the Ulster Scots Policy assessment of equality impacts and public consultation and to obtain approval for undertaking an equality impact assessment.

<b>2</b>	<b>Background</b>
2.1	Council's obligations in respect of Ulster Scots arise from commitments the UK Government made when the European Charter for Regional and Minority Languages (The Charter) was signed and ratified. The Charter is an international convention designed to protect and promote regional and minority languages. It is designed to protect and promote regional and minority language as a threatened aspect of Europe's cultural heritage. The Charter does not cover sign language or the languages of minority ethnic communities.

<b>3</b>	<b>Key Issues</b>
3.1	The draft Ulster Scots Language Policy was agreed previously Council. The policy has been screened and it is recommended that the policy be issued for public consultation and that an equality impact assessment of the draft policy be undertaken.
3.2	<p>In undertaking an Equality Impact Assessment (EQIA) the Council is guided by the Equality Commission for Northern Ireland which has defined a seven stage process:</p> <p>Stage 1 : Definition of the aims of the policy</p> <p>Stage 2 :Consideration of available data and research</p> <p>Stage 3 :Assessment of impacts</p> <p>Stage 4 :Consideration of:</p> <ul style="list-style-type: none"> <li>▪ measures which might mitigate any adverse impact; and</li> <li>▪ alternative policies which might better achieve the</li> </ul>

	<p>promotion of equality of opportunity</p> <p>Stage 5 :Consultation</p> <p>Stage 6 :Decision by public authority and publication of report on results of the EQIA</p> <p>Stage 7 :Monitoring for adverse impact in the future and publication of the results of such monitoring</p>
3.3	The screening document is attached in Appendix 1.

<b>4</b>	<b>Resource Implications</b>
4.1	<p><b><u>Financial</u></b></p> <p>Professional support of £5,000 would be required to undertake the EQIA.</p>
4.2	<p><b><u>Human resources</u></b></p> <p>None.</p>
4.3	<p><b><u>Assets and other implications</u></b></p> <p>N/A</p>

<b>5</b>	<b>Other Considerations</b>
5.1	None

<b>6</b>	<b>Recommendations</b>
6.1	Members are asked to consider the screening recommendations of the Draft Ulster Scots Policy Policy Consultation Report and approve the budget for undertaking the EQIA.

<b>7</b>	<b>Documents Attached</b>
7.1	Appendix 1 - Screening report – Draft Ulster Scots Policy

**Screening Report**  
**On**  
**Mid Ulster District Council**  
**Ulster-Scots Language Policy**

<b>Screened by Policy Owner:</b>		<b>Date</b>
Anne-Marie Campbell	Director of Culture & Leisure	22-06-15
<b>Approved by Equality Officer:</b>		
Philip Moffett	Head of Democratic Services	25-06-15
<b>Countersigned by Director:</b>		
Anne-Marie Campbell	Director of Culture & Leisure	25-06-15

# **Mid Ulster District Council**

## **Screening Report**

### **Introduction**

Mid Ulster District Council has a statutory duty to screen our strategies and plans, policies and new ways of working such as – the introduction, change or end of an existing service, funding arrangement or facility.

This Screening Report assists business areas to consider the likely equality and human rights impacts of their proposed decisions on our ratepayers, citizens, service users, staff and visitors to the District.

### **Section 1 – Policy scoping**

This asks the Council's (policy maker/holder) to provide details about the policy, procedure, practice and/or decision being screened and what available evidence you have gathered to help make an assessment of the likely impact on equality of opportunity and.

### **Section 2 – Screening questions**

This asks about the extent of the likely impact of the policy on groups of people within each of the Section 75 categories. Details of the groups consulted and the level of assessment of the likely impact. This includes consideration of multiple identity and issues.

### **Section 3 – Disability Duties & Human Rights**

The Council has legislative obligations to meet under the Disability Duties Scheme and Human Rights Act. This section seeks information about how the business area promotes positive attitudes and encourages participation by disabled people in public life. Human Rights adverse impacts are considered in this section.

### **Section 4 – Formal Record of Screening decision**

This guides the Council to reach a screening decision as to whether or not there is a need to carry out an equality impact assessment (EQIA), or to introduce measures to mitigate the likely impact, or the introduction of an alternative policy to better promote equality of opportunity.

**Section 5 – Monitoring**

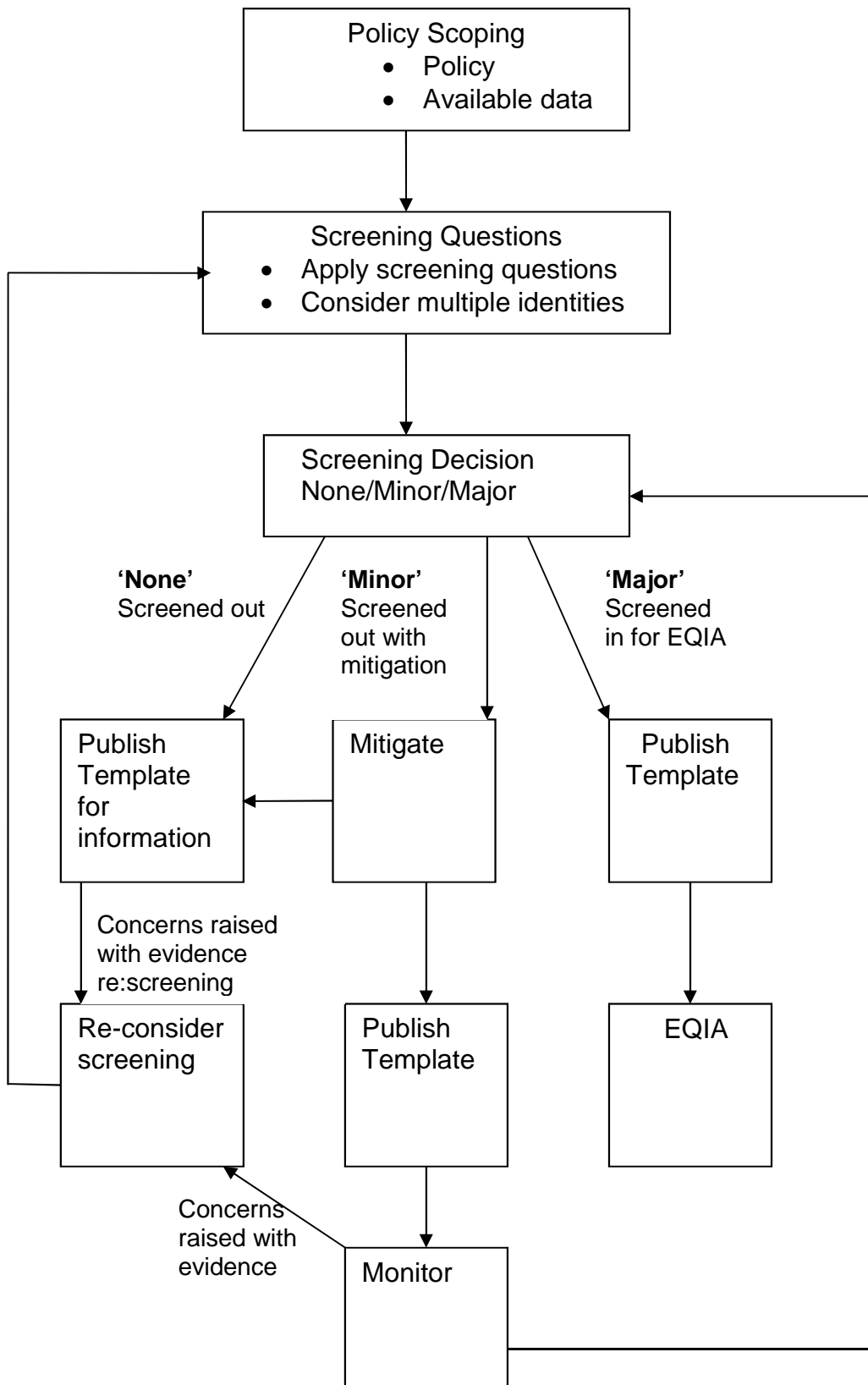
This provides guidance to the Council on monitoring for adverse impact and broader monitoring.

**Section 6 – Approval and authorisation**

This verifies the Council's approval of a screening decision by a senior manager responsible for the policy.

A screening flowchart is provided overleaf.

## SCREENING FLOWCHART



## Section 1 – Policy scoping

The first stage of the screening process involves scoping the policy under consideration. The purpose of policy scoping is to help prepare the background and context and set out the aims and objectives for the policy, being screened. At this stage, scoping the policy will help identify potential constraints as well as opportunities and will help the policy maker/holder work through the screening process on a step by step basis.

The Council should remember that the Section 75 statutory duties apply to internal policies (relating to people who work for the Council), as well as external policies (relating to those who are, or could be, served by the Council).

### Information about the policy

#### **Name of the policy**

Mid Ulster District Council Ulster-Scots Language Policy

#### **Is this an existing, revised or a new policy?**

New Policy

#### **What is it trying to achieve? (intended aims/outcomes)**

##### **Policy Aim**

Operating within the spirit of the European Charter for Regional or Minority Languages, and having due regard to the status afforded to Ulster-Scots within that Charter, Mid Ulster District Council aims to take resolute and positive actions that will aspire to promote, enhance and protect the Ulster-Scots language within the Council and District.

##### **Policy Objectives**

- To facilitate and encourage the use of Ulster-Scots language in both speech and writing within the District and Council.
- To promote a range of initiatives that will reduce intolerance and promote understanding of the Ulster-Scots language across the District and within the Council.
- To recognise and celebrate the Ulster-Scots language within the broader context of linguistic diversity across the District and

Council.

- To maintain and develop links between groups using Ulster-Scots language with other groups using Ulster-Scots language and/or Irish language.

**Are there any Section 75 categories which might be expected to benefit from the intended policy?**

**If so, explain how.**

The 2011 census indicates that those speaking and possessing some knowledge of Ulster-Scots are more likely to be protestant and other Christian. The implementation of the policy can have a positive impact on Ulster-Scots speakers and therefore indirectly on protestant and other Christian which are the groups most likely to speak Ulster-Scots.

**Who initiated or wrote the policy?**

The policy was initiated by Mid Ulster District Council

**Who owns and who implements the policy?**

The policy is owned by Director of Culture and will be implemented by them.

## **Implementation factors**

Are there any factors which could contribute to/detract from the intended aim/outcome of the policy/decision?

If yes, are they

☒

Financial

☒

Legislative

☐

Other, please specify



## Main stakeholders affected

Who are the internal and external stakeholders (actual or potential) that the policy will impact upon?

☒

Staff

☒

Service users

☐

Other public sector organisations

☒

Voluntary/community/trade unions

☐

Other, please specify

## Other policies with a bearing on this policy

### • What are they?

None

### • Who owns them?

None

## Available evidence

Evidence to help inform the screening process may take many forms. The Council should ensure that their screening decision is informed by relevant data.

What evidence/information (both qualitative and quantitative) have you gathered to inform this policy? Specify details for each of the Section 75 categories.

Section 75 category	Details of evidence/information
Religious belief	<p>At a NI level, the 2011 census shows that protestants were more likely to have some knowledge of Ulster-Scots than Catholics (6% compared to 1% of Catholics and 'other religions').</p> <p>In Mid Ulster District Council area the following statistics are relevant:</p> <p>Those aged 3+ who have some ability in Ulster-Scots is 6%</p> <p>Those aged 3+ who have no ability in Ulster-Scots is 94%</p>
Political opinion	<p>Priority 4 of the Executive's Programme for Government 2011-2015 – Building a Strong and Shared Community identifies a strategy for the Ulster-Scots Language, Heritage and Culture as a key building block.</p>
Racial group	<p>At a NI level, the 2011 census shows that a 99% of respondents with some ability in Ulster-Scots are white. 1% of respondents with some knowledge of Ulster-Scots come from other ethnic groups.</p>
Age	<p>At a NI level, the 2011 census shows that people aged 55 to 74 were the most likely to have some knowledge of Ulster-Scots (3%). People aged 35 to 54 were also the likely to have some knowledge of Ulster-Scots (2%). Knowledge of Ulster-Scots decreases with age, with 1% of people aged over 75 saying they have some knowledge of Ulster-Scots.</p> <p>In Mid Ulster District Council area the following statistics are relevant:</p> <p>Those aged 3+ who have some ability in Ulster-Scots is 6%</p> <p>Those aged 3+ who have no ability in Ulster-Scots is 94%</p>

Marital status	The 2011 census shows that married people (5%) were more likely to have some knowledge of Ulster-Scots than married people (3%).
Sexual orientation	No data available
Men and women generally	At a NI level, the 2011 census shows that slightly more males (9%) than females (7%) had some knowledge of Ulster-Scots.
Disability	At a NI level, the 2011 census information is available for those who have some knowledge of Ulster-Scots and a long-term health problem or disability that limits daily activities. The census found that those with day to day activities limited were more likely to have some knowledge of Ulster-Scots (10%) than those without (8%).
Dependants	At a NI level, the 2011 census shows that adults in households with no dependent children were slightly more likely (7%) to have some knowledge of Ulster-Scots than those with dependent children (2%).

## Needs, experiences and priorities

Taking into account the information referred to above, what are the different needs, experiences and priorities of each of the following categories, in relation to the particular policy/decision? Specify details for each of the Section 75 categories

Section 75 category	Details of needs/experiences/priorities
Religious belief	The 2011 census shows that protestants and other Christians were more likely to have some knowledge of Ulster-Scots than catholics (6% compared to 1% of

	<p>protestants and 'other religions'). This policy can have a positive impact on Ulster-Scots speakers and therefore indirectly protestants and other Christians.</p> <p>Further analysis and research is required to assess the impacts on this section 75 category in the Mid Ulster District Council Area.</p>
Political opinion	<p>No specific data was collected regarding the needs, experiences or priorities of people from different political opinions.</p> <p>However, Priority 4 of the Executive's Programme for Government 2011-2015 identifies a strategy for the Ulster-Scots Language, Heritage and Culture as a key building block.</p> <p>Further analysis and research is required to assess the impacts on this section 75 category in the Mid Ulster District Council Area.</p>
Racial group	<p>No specific data was collected regarding the needs, experiences or priorities of people from different racial groups.</p>
Age	<p>This policy can have a positive impact on Ulster-Scots speakers and therefore indirectly on older people who are most likely to have some knowledge of Ulster-Scots.</p>
Marital status	<p>No specific data was collected regarding the needs, experiences or priorities of people from different marital status.</p>
Sexual orientation	<p>No specific data was collected regarding the needs, experiences or priorities of people from different sexual orientation.</p>
Men and women generally	<p>No specific data was collected regarding the needs, experiences or priorities of people from men and women generally.</p>

Disability	No specific data was collected regarding the needs, experiences or priorities of people with or without a disability.
Dependants	No specific data was collected regarding the needs, experiences or priorities of people with or without dependents.

## Staffing Needs / Experiences / Priorities

In relation to the section outlining measures for implementation, staff from the Catholic and other religion communities may feel that the requirements may create a 'chill' factor for them and therefore it will be important to seek their views on the policy requirements. Briefly these are:

- All staff within each department will be trained in the Courtesy Code for Ulster-Scots ... ..
- Guidance will be offered to receptionists and telephonists so that they will be able to respond appropriately to enquiries in Ulster-Scots.

Full details of the Draft Policy are included with the screening report.

## Section 2 – Screening questions

### Introduction

In making a decision as to whether or not there is a need to carry out an equality impact assessment, the Council should consider its answers to the questions 1- 4 which are given on pages 9 – 11 of this workbook.

If the Council's conclusion is **none** in respect of all of the Section 75 equality of opportunity categories, then the Council may decide to screen the policy out. If a policy is 'screened out' as having no relevance to equality of opportunity, the Council should give details of the reasons for the decision taken.

If the Council's conclusion is **major** in respect of one or more of the Section 75 equality of opportunity, then consideration should be given to subjecting the policy to the equality impact assessment procedure.

If the Council's conclusion is **minor** in respect of one or more of the Section 75 equality categories, then consideration should still be given to proceeding with an equality impact assessment, or to:

- measures to mitigate the adverse impact; or
- the introduction of an alternative policy to better promote equality of opportunity.

### **In favour of a 'major' impact**

- a) The policy is significant in terms of its strategic importance;
- b) Potential equality impacts are unknown, because, for example, there is insufficient data upon which to make an assessment or because they are complex, and it would be appropriate to conduct an equality impact assessment in order to better assess them;
- c) Potential equality impacts are likely to be adverse or are likely to be experienced disproportionately by groups of people including those who are marginalised or disadvantaged;
- d) Further assessment offers a valuable way to examine the evidence and develop recommendations in respect of a policy about which there are concerns amongst affected individuals and representative groups, for example in respect of multiple identities;
- e) The policy is likely to be challenged by way of judicial review;
- f) The policy is significant in terms of expenditure.

### **In favour of 'minor' impact**

- a) The policy is not unlawfully discriminatory and any residual potential impacts on people are judged to be negligible;
- b) The policy, or certain proposals within it, are potentially unlawfully discriminatory, but this possibility can readily and easily be eliminated by making appropriate changes to the policy or by adopting appropriate mitigating measures;
- c) Any asymmetrical equality impacts caused by the policy are intentional because they are specifically designed to promote

equality of opportunity for particular groups of disadvantaged people;

- d) By amending the policy there are better opportunities to better promote equality of opportunity.

**In favour of none**

- a) The policy has no relevance to equality of opportunity.
- b) The policy is purely technical in nature and will have no bearing in terms of its likely impact on equality of opportunity for people within the equality categories.

Taking into account the evidence presented above, consider and comment on the likely impact on equality of opportunity for those affected by this policy, in any way, for each of the equality categories, by applying the screening questions given overleaf and indicate the level of impact on the group i.e. minor, major or none.

## Screening questions

1 What is the likely impact on equality of opportunity for those affected by this policy, for each of the Section 75 equality categories? minor/major/none		
Section 75 category	Details of policy impact	Level of impact? minor/major/none
Religious belief	<ul style="list-style-type: none"> <li>• The policy is significant in terms of its strategic importance;</li> <li>• Potential equality impacts are likely to be adverse for some groups of people including Catholics, other religions and staff;</li> <li>• Further assessment offers a valuable way to examine and obtain further evidence and develop recommendations in respect of a policy about which there are concerns amongst affected individuals and representative groups particularly the Catholic and other religion communities and members of staff;</li> </ul>	<b>Major</b>
Political opinion	<ul style="list-style-type: none"> <li>• The policy is significant in terms of its strategic importance;</li> <li>• Potential equality impacts are likely to be adverse for some groups of people including Catholics, other religions and staff;</li> <li>• Further assessment offers a valuable way to examine the evidence and develop recommendations in respect of a policy about which there are concerns amongst affected individuals and representative groups particularly the Catholics, other religions and members of staff;</li> </ul>	<b>Major</b>



Racial group	The policy has no relevance to equality of opportunity for this Section 75 category.	<b>None</b>
Age	The policy has no relevance to equality of opportunity for this Section 75 category.	<b>None</b>
Marital status	The policy has no relevance to equality of opportunity for this Section 75 category.	<b>None</b>
Sexual orientation	The policy has no relevance to equality of opportunity for this Section 75 category.	<b>None</b>
Men and women generally	The policy has no relevance to equality of opportunity for this Section 75 category.	<b>None</b>
Disability	The policy has no relevance to equality of opportunity for this Section 75 category.	<b>None</b>
Dependants	The policy has no relevance to equality of opportunity for this Section 75 category.	<b>None</b>
<b>2 Are there opportunities to better promote equality of opportunity for people within the Section 75 equalities categories?</b>		
Section 75 category	If <b>Yes</b> , provide details	If <b>No</b> , provide reasons

Religious belief	<p>Opportunities to promote equality of opportunity with this Section 75 category include:</p> <ul style="list-style-type: none"> <li>• Widening the policy to include other minority languages, such as Irish Language** to meet the Policy Objectives in a pro-active manner.</li> <li>• Modifying the extent and approach of the policy proposals.</li> <li>• Widening the policy to include other cultures</li> </ul> <p>** - However it must be borne in mind that this policy aspires to promote, enhance and protect the Ulster-Scots language within the Council and District</p>	
Political opinion	<p>Opportunities to promote equality of opportunity with this Section 75 category include:</p> <ul style="list-style-type: none"> <li>• Widening the policy to include other minority languages such as Irish** to meet the Policy Objectives in a pro-active manner.</li> <li>• Modifying the extent and approach of the policy proposals.</li> <li>• Widening the policy to include other cultures</li> </ul> <p>** - However it must be borne in mind that this policy aspires to promote, enhance and</p>	

	protect the Ulster-Scots language within the Council and District	
Racial group	<p>Widening the policy to include other minority** languages may provide opportunities to promote equality of opportunity with this Section 75 category.</p> <p>** - However it must be borne in mind that this policy aspires to promote, enhance and protect the Ulster-Scots language within the Council and District.</p>	
Age		No – the policy does not directly or indirectly adversely affect this Section 75 category.
Marital status		No – the policy does not directly or indirectly adversely affect this Section 75 category.
Sexual orientation		No – the policy does not directly or indirectly adversely affect this Section 75 category.
Men and women generally		No – the policy does not directly or indirectly adversely affect this Section 75 category.
Disability		No – the policy does not directly or indirectly adversely affect this

		Section 75 category.
Dependants		No – the policy does not directly or indirectly adversely affect this Section 75 category.

## Additional considerations

### Multiple identity

**Generally speaking, people can fall into more than one Section 75 category. Taking this into consideration, are there any potential impacts of the policy/decision on people with multiple identities? (For example; disabled minority ethnic people; disabled women; young Protestant men; and young lesbians, gay and bisexual people).**

The Council considers that there are no further potential impacts from those already listed on people with multiple identities.

**Provide details of data on the impact of the policy on people with multiple identities. Specify relevant Section 75 categories concerned.**

Data not available.

### Section 3(1) – Disability Duties

#### In what way does the policy?

- promote positive attitudes towards disabled people

None

- encourage participation by disabled people in public life.

None

## Section 3(2) – Human Rights

Indicate 'Yes' in the appropriate box any adverse impacts of the policy / decision in relation the Human Rights Articles as set out in the European Convention of Human Rights.

Right to Life	Article 2	<input type="text" value="N/A"/>
Prohibition of torture, inhuman or degrading treatment	Article 3	<input type="text" value="N/A"/>
Prohibition of slavery and forced labour	Article 4	<input type="text" value="N/A"/>
Right to liberty and security	Article 5	<input type="text" value="N/A"/>
Right to a fair and public trial	Article 6	<input type="text" value="N/A"/>
Right to no punishment without law	Article 7	<input type="text" value="N/A"/>
Right to respect for private and family life home and correspondence	Article 8	<input type="text" value="N/A"/>
Right to freedom of thought, conscience and religion	Article 9	<input type="text" value="N/A"/>
Right to freedom of expression	Article 10	<input type="text" value="N/A"/>
Right to freedom of assembly and association	Article 11	<input type="text" value="N/A"/>
Right to marry and to found a family	Article 12	<input type="text" value="N/A"/>
The prohibition of discrimination	Article 14	<input type="text" value="N/A"/>
Protection of property	Protocol 1 Article 1	<input type="text" value="N/A"/>
Right to education	Protocol 1 Article 2	<input type="text" value="N/A"/>
Right to free and secret elections	Protocol 1 Article 3	<input type="text" value="N/A"/>

Please explain any adverse impacts on human rights that you have identified

## Section 4 – Formal Record of Screening decision

If the decision is not to conduct an equality impact assessment, please provide details of the reasons.

Due to the Major Impact that this policy may have, this policy will be subject to an Equality Impact Assessment.

If the decision is not to conduct an equality impact assessment the Council should consider if the policy should be mitigated or an alternative policy be introduced.

See Above

If the decision is to subject the policy to an equality impact assessment, please provide details of the reasons.

In the Mid Ulster Council area, no research has been undertaken regarding the equality impacts of Ulster Scots.

Therefore, the policy may have the potential to have an adverse impact on Equality of Opportunity and under Section 75(2) of the Northern Ireland Act, 1998 in relation to Good Relations.

The policy has the potential to have an adverse impact on equality and good relations within the Catholic and other religion communities and in relation to staff employed by the Council

It is recommended that further assessment of the policy is needed to collate and examine evidence that could be used to develop recommendations and mitigating actions in respect of this policy. This is necessary, as there is insufficient evidence to assess the impact on the Catholic and other religion communities and members of staff within Mid Ulster District Council which require further consideration.



The Council's equality scheme must state the arrangements for assessing and consulting on the likely impact of policies adopted or proposed to be adopted by the Council on the promotion of equality of opportunity. The Equality Commission recommends screening and equality impact assessment as the tools to be utilised for such assessments. Further advice on equality impact assessment may be found in a separate Equality Commission publication: Practical Guidance on Equality Impact Assessment.

## Mitigation

When the Council concludes that the likely impact is 'minor' and an equality impact assessment is not to be conducted, the Council may consider mitigation to lessen the severity of any equality impact, or the introduction of an alternative policy to better promote equality of opportunity.

Can the policy/decision be amended or changed or an alternative policy introduced to better promote equality of opportunity?

See below.

If so, give the **reasons** to support your decision, together with the proposed changes/amendments or alternative policy.

No mitigations or alternative policy is proposed at this time pending undertaking an Equality Impact Assessment so as to fully understand the needs and experiences of the public and staff in relation to this policy.

## Timetabling and prioritising

Factors to be considered in timetabling and prioritising policies for equality impact assessment.

If the policy has been '**screened in**' for equality impact assessment, then please answer the following questions to determine its priority for timetabling the equality impact assessment.

On a scale of 1-3, with 1 being the lowest priority and 3 being the highest, assess the policy in terms of its priority for equality impact assessment.

Priority criterion	Rating (1-3)
Effect on equality of opportunity	3
Social need	1
Effect on people's daily lives	1
Relevance to a Council's functions	3

Note: The Total Rating Score should be used to prioritise the policy in rank order with other policies screened in for equality impact assessment. This list of priorities will assist the Council in timetabling. Details of the Council's Equality Impact Assessment Timetable should be included in the Screening Reports presented to Council 3 times per year.

**Is the policy affected by timetables established by other relevant public authorities?**

No

**If yes, please provide details**

None

## Section 5 – Monitoring

The Council should consider the guidance contained in the Equality Commission's Monitoring Guidance for Use by Public Authorities (July 2007).

The Equality Commission recommends that where the policy has been amended or an alternative policy introduced, the Council should monitor more broadly than for adverse impact (See Benefits, P.9-10, paras 2.13 – 2.20 of the Monitoring Guidance).

Effective monitoring will help the Council identify any future adverse impact arising from the policy which may lead the Council to conduct an equality impact assessment, as well as help with future planning and policy development.

## Section 6 – Approval and authorisation

<b>Screened by Policy Owner:</b>	<b>Position/Job Title</b>	<b>Date</b>
Anne-Marie Campbell	Director of Culture and Leisure	22-06-15
<b>Approved by Equality Officer:</b>	Head of Democratic Services	25-06-15
Philip Moffett		
<b>Countersigned by Director:</b>		
Anne-Marie Campbell	Director of Culture and Leisure	

Note: A copy of the Screening Template, for each policy screened should be 'signed off' and approved by the Business Area's Director or senior manager responsible for the policy; made easily accessible on the Council's website as soon as possible following completion and made available on request.

C



**Subject** Democratic Services - Service Improvement Plan

**Reporting Officers** P Moffett, Head of Democratic Services

<b>1</b>	<b>Purpose of Report</b>
1.1	To receive 2015-16 Service Improvement Plans for Democratic Services.

<b>2</b>	<b>Background</b>
2.1	Part 12 of the 2014 Local Government Act places a general duty on all Councils to secure continuous improvement through the undertaking and exercise of its functions. In working towards this across Council's suite of services this paper provides the Service Improvement Plan for Democratic Services.
2.2	Members will recall that Service Improvement Plans for Finance, Organisational Design, ICT and Communications were presented to a previous Committee meeting.
2.3	Plans have also been prepared for other Services across the Council and presented to their reporting committee.

<b>3</b>	<b>Key Issues</b>
3.1	To ensure continuity across the Council the Plan has been compiled in line with the 2014 Local Government Act containing service improvement objectives which make a contribution towards at least one of the 'corporate improvement objectives' as contained within the act. The 'corporate improvement objectives are; Strategic Effectiveness; Service Quality; Service Availability; Fairness; Sustainability; Efficiency; and Innovation.
3.2	Each Democratic Services Service Improvement Objectives also contribute to one of the council's corporate themes, therefore demonstrating a contribution to the delivery of Council's Corporate Plan. The corporate themes are: <ul style="list-style-type: none"><li>• Delivering for Our People</li><li>• Creating Growth</li><li>• Building Unity</li><li>• Sustaining our Environment</li></ul>
3.3	The plan sets out that Democratic Services will focus on; (i) Member Needs; (ii) Records Management; (iii) a standard for presenting minutes; (iv) a committee management system; (v) implementing a performance improvement framework; and (vi) a policy development support service, as areas for 'improvement'.

<b>4</b>	<b>Resources</b>
4.1	<b><u>Financial</u></b> – N/A
4.2	<b><u>Human</u></b> – N/A
4.3	<b><u>Basis for Professional/ Consultancy Support</u></b> – N/A
4.4	<b><u>Other</u></b> – N/A

<b>5</b>	<b>Other Considerations</b>
5.1	The Plan is not a document of everything Democratic Services will deliver as part of its operational business. It is rather, includes those areas recommended as business areas for improvement throughout 2015-16 in the undertaking of its activities.
5.2	This plan will form part of the council's performance improvement framework.

<b>6</b>	<b>Recommendations</b>
6.1	That Members review, provide comment and note the Service Improvement Plans as presented.

<b>7</b>	<b>List of Documents Attached</b>
7.1	Appendix 1: Service Improvement Plan for Democratic Services

# Mid Ulster District Council

**DRAFT**

## Democratic Services Service Improvement Plan

2015/16

## 1 Foreword

This document details the Service Improvement Plan for Democratic Services, for the period 2015-16, operating within Mid Ulster District Council.

This plan has been developed to provide confirmation of the services delivered by Democratic Services ensuring they are accountable, planned and clear. The plan also provides the framework upon which the performance of the Service will be measured, making a contribution towards the Council's vision and strategic outcomes set out in our Corporate Plan.

Democratic Services has responsibility for a suite of functions in providing, enabling and facilitating Council as a whole to undertake its business, in a way which meets its corporate obligations. The Service also facilitates the delivery of the Council governance framework in administering and providing back office support for its committee system and provision of services to its forty elected representatives (councillors).



## 2 Service Profile and Summary

Reporting directly to the Chief Executive Democratic Services delivers a range of services which have a reach and impact across all Council services.

### 2.1 Services Provided

2.2.1 Democratic Services reports directly to the Chief Executive and is charged with the delivery of:

- Equality
- Member Services
- Committee Services
- Performance Management and Improvement
- Corporate Policy
- Freedom of Information Co-ordination
- Records Management

### 2.2 Summary of Resources\*

2.2.1 **Budget:** The Democratic Services budget is made up of various aspects reflecting the diverse yet complementary activities delivered by the Service. The budget descriptors and financial allocations are subject to further discussion with Council Finance.

Budget Description	Budget 2015/16 (£)
Members Chairman's Allowance	20,000
Members Allowances	961,000
Official Visits	32,200
Officers & Policy	150,159
Civic Functions	12,000
Town Twinning	10,000
Elections	27,100
Contributions to Associations	243,500
Meeting, Minutes & Administration	98,221
<b>Total</b>	<b>1,554,180</b>

2.2.2 **People:** Staff resources for the service are:

Staff Resources (FTEs)	
Grade	Total No.
Former Manual	0
Scales 1-6	2 (3 employees)
SO1-SO2	2
PO1-PO6	1
Above PO6	1
<b>Total FTE</b>	<b>6</b>

2.2.3 **Facilities:** Democratic Services does not have specific operational responsibility for the administration and management of any council facilities. It does however manage the booking of committee and meeting rooms within the Dungannon Council Offices, which is currently a manual system.

2.2.4 **Stakeholders:** Given the nature of the functions undertaken by the Service it has a wide and varied mix of stakeholders upon which there is cause to have contact with. Given the complex nature of the functions provided the following provides an overview of those which primarily have cause to have contact with our Services.

**Internal**      40 Councillors (elected representatives)  
Senior Management and Heads of Service  
Council Offices Customer Service Staff  
Members of the Public  
Council Departments

**External**      Government Departments, agencies and bodies to include;

- Public Records for NI;
- Equality Commission for NI
- Audit Office, Local Government Auditor
- Information Commissioner's Office
- Organisations presenting to Council
- Bodies with elected member representation from Council
- Members of public requesting information held by Council

### 3 Improvement Plan

#### 3.1 Council Corporate Themes

Council's corporate themes are:-

- 1 Delivering for Our People
- 2 Creating Growth
- 3 Building Unity
- 4 Sustaining our Environment

#### 3.2 Corporate Improvement Objectives

The improvement objectives as outlined in the Local Government Act 2014 are as follows:-

- (a) Strategic effectiveness – *assists in achieving strategic objectives*
- (b) Service quality – *an improvement in the quality of services*
- (c) Service availability – *an improvement in the availability of services*
- (d) Fairness – *disadvantage faced in accessing services are reduced or social well-being is improved*
- (e) Sustainability – *contributes to the achievement of sustainable development*
- (f) Efficiency – *improvement in the efficiency with which resources are used or functions are exercised*
- (g) Innovation – *the way in which services are provided or functions are exercised which leads to the outcomes in (a) to (f) above*

### 3.1 Service Improvement Objectives

Corporate Theme	Corporate Improvement Objective	Service Improvement Objective	Activity & Milestones	Lead Officer	Progress Comment
Delivering for Our People	Service Availability	1. To establish services, support and facilities to be provided, as standard, to councillors by 30 September 2015 (Q2)	<ul style="list-style-type: none"> <li>Identify predecessor council provisions; report on recommended provisions; present to Chief Executive; Party Representatives Group; considered by Policy &amp; Resources Committee; agreed by Council by 30 September 15</li> </ul>	E Forde (P Moffett)	
Building Unity	Service Quality	2. To identify and set a records management approach by 31 December 2015 for implementation across council (Q3)	<ul style="list-style-type: none"> <li>Baseline existing arrangements; baseline/stock take of existing storage and filling; develop a Mid Ulster approach; Chief Executive and Senior Management agreement; considered by Policy &amp; Resources Committee; Council agreement by 31 December 15</li> </ul>	E Forde (P Moffett)	
Delivering for Our People	Service Quality	3. To agree a protocol to capture the proceedings and discussion at meetings of council by 30 September 2015 (Q2)	<ul style="list-style-type: none"> <li>Research approaches; develop a draft protocol; considered by Policy &amp; Resources Committee; Council agreement by 30 September 2015</li> </ul>	P Moffett (E Forde)	
Delivering for Our People	Efficiency	4. To agree on process for creating efficiencies and improvements in administering meetings, retrieval of meeting papers/minutes, sharing same and maintenance of councillor records by 30 September 2015 (Q2)	<ul style="list-style-type: none"> <li>Discussions to take decision on a committee management system by 30 June 2015</li> <li>Subject to discussions, produce an action plan to deploy a system on a phased basis, or alternative arrangements and</li> </ul>	P Moffett (E Forde)	

			commence roll out by 30 September 2015		
Delivering for Our People	Strategic Effectiveness	5. To design, develop and introduce a performance improvement framework for Council by 31 March 2016 (Q2).	<ul style="list-style-type: none"> <li>Develop and implement in-year Service Improvement Plans (SIPS) reporting arrangements by 31st July 2015.</li> </ul>	L Jenkins (P Moffett)	
Delivering for Our People	Strategic Effectiveness	6. To design, develop and introduce a performance improvement framework for Council by 31 March 2016 (Q4).	<ul style="list-style-type: none"> <li>Development and implementation of a Corporate Performance and Service Improvement Framework aligned to the Council's Community plan, Corporate Plan and Corporate Risk Register by 31st March 16</li> </ul>	L Jenkins (P Moffett)	
Delivering for Our People	Strategic Effectiveness	7. To introduce a policy development support service and corporate policy framework by 30 September 2015 (Q2)	<ul style="list-style-type: none"> <li>Identify corporate policies required; baseline policies in place; identify corporate policy gaps; agree policy development schedule prioritised as year 1, 2 and 3; compile briefing on MUDC policy development and deliver to Heads of Service by 30 September 2015</li> </ul>	M Dale (P Moffett)	

### ***Summary of Objective Achievement by Quarter***

Objective	Q1	Q2	Q3	Q4
1				
2				
3				
4				
5				
6				
7				

## 4 Risk Management

Corp Ref	Service Area	Description of Risk	Existing Control Measures	Consequence	Likelihood	Risk Rating	Assessor	Date	Risk Owner	Actions	Target Date
DS 1	Democratic Services	<b>Failing to meet Statutory Obligations.</b> Scope of risk extends to failure to comply with; (i) Sec. 75(1) and 75(2) of NI Act 1998; (ii) Freedom of Information Act 2000; (iii) disability duties under DDA 1995 and Disability Discrimination Order 2006	(i) Equality Scheme reconsidered by Council; (ii) Good Relations Working Group established; (iii) officer identified and progressing Fol requirements; (iv) Disability Duties Action Plan prepared and submitted with Equality Commission	4	1	4	Head of Democratic Services	15-Jun-15	Head of Democratic Services	(i) Submit revised Equality Scheme with Equality Commission; (ii) appoint Equality Professional resource for 2015-16; (iii) convene Good Relations Working Group; (iv) finalise Council performance improvement framework; (v) develop an Equality work plan must do activities for 2015-16 (vi) staff briefings on equality obligations	31-Jul-15
DS 2	Democratic Services	<b>Inadequate Records Management Arrangement.</b> Scope of risk extends to (i) lack of a uniform records management approach; (ii) inappropriate handling of documents; (iii) non-compliance with ICO information requirements; (iv) loss of documents and data	(i) Retention & Disposal Policy and Schedule to be developed; (ii) Publication Scheme to be developed	4	1	4	Head of Democratic Services	15-Jun-15	Head of Democratic Services	(i) Retention & Disposal Policy to be compiled; (ii) Retention & Disposal Schedule being compiled; (iii) Publication Scheme to developed; (iv) prepare papers on same for September P&R Committee	31-Aug-15
DS 3	Democratic Services	<b>Failure to prepare Papers for meetings within established timeframes.</b> Scope of risk extends to (i) ICT equipment failure unable to cope with level of activity; (ii) errors being made with papers (iii) pdf converters not compatible and slow; (iv) impact on council/committee decision making; (iv) impact on delivery of other services in the section; (v) confidential business being inadvertently made public	(i) requested that Committee Services be prioritised as part of a future PC/ICT replenishment programme; (ii) procurement exercise undertaken for committee mgt system; (iii) reporting/paper formation schedule set; (iv) planning function some aligning papers	4	3	12	Head of Democratic Services	15-Jun-15	Head of Democratic Services	(i) that committee services PC's be updated; (ii) pdf software converters be aligned and problems resolved; (iii) decision to be taken on a committee mgt system; (iv) confirm exact council/committee meeting servicing requirements	31-Jul-15

DS 4	Democratic Services	<b>Inability to meet requirements of committee administration with existing staffing compliment</b>	(i) rotas set to cover meetings within resources; (ii) clerks assigned specific committee responsibility in totality	3	3	9	Head of Democratic Services	15-Jun-15	Head of Democratic Services	(i) monitor existing arrangements; (ii) refine model for the service delivery	31-Jul-15
DS 5	Democratic Services	<b>Councillors facing disqualification if companies/boards they sit on as Directors face insolvency.</b> Scope of risk extends to (i) members making uninformed decisions (ii) financial liability on council; (iii) losing experience if disqualified and hence the right to be a councillor; (iv) reputational damage to the council from media; (v) skills gap in scrutinising and requesting Board papers	(i) councillors offered training during 2014-16; (ii) records maintained of members on outside bodies; (iii) Directors and Officers Liability Insurance in place	4	2	8	Head of Democratic Services	15-Jun-15	Head of Democratic Services	(i) list members appointed as Directors to outside bodies/ list those outside which are incorporated; (ii) confirm with said members that they are appointed as Directors with certain responsibilities attached; (iii) 'On-Board' training, or similar, for members appointed as Directors	31-Aug-15
DS 6	Democratic Services	<b>Non-compliance by Councillors with the Code of Conduct for Members.</b> Scope extends to; (i) members receiving complaints against them; (ii) reputational risk to Council from media; (iii) financial claim against Council; (iv) loss of representative experience if disqualified	(i) all councillors provided with Code of Conduct; (ii) NI Commissioner for complaints addressed Council on role; (iii) Legal Advice & Representation at Formal Hearing indemnity cover commenced; (iv) NILGA briefing	4	2	8	Head of Democratic Services	15-Jun-15	Head of Democratic Services	(i) re-issue code of conduct to councillors; (ii) remind members of requirements to notify changes to Register of Interests within 28 days; (ii) briefing sessions;	31-Aug-15
DS 7	Democratic Services	<b>Failure to meet performance improvement obligations duty within Part 12 of Local Government (NI) Act 2014</b>	(i) corporate improvement objective contained within corporate plan; (ii) corporate performance standards initially considered; (iii) service improvement plans set	4	1	4	Head of Democratic Services	15-Jun-15	Head of Democratic Services	(i) set and agree quarterly performance reporting schedule; (ii) agree arrangements for reporting; (iii) service plan holders communicated with on reporting arrangements; (iii) corporate performance standards set	31-Jul-15

## 5 Key Service Contacts

Name	Job Title*	Email	Telephone	Mobile
Philip Moffett	Head of Democratic Services	philip.moffett@midulstercouncil.org	03000 132 132	07977 249515
Maria Dale	Policy & Development Officer	maria.dale@midulstercouncil.org	03000 132 132	not applicable
Eileen Forde	Member Support Officer	eileen.forde@midulstercouncil.org	03000 132 132	not applicable
Martina Grogan	Committee Services/ Senior Admin Officer	martina.grogan@midulstercouncil.org	03000 132 132	not applicable
Lisa Jenkins	Performance & Quality Manager	lisa.jenkins@midulstercouncil.org	03000 132 132	07771 900561
Bridget McKernan	Committee Services/ Senior Admin Officer	bridget.mckernan@midulstercouncil.org	03000 132 132	not applicable
Leanne Thompson	Committee Services/ Senior Admin Officer	leanne.thompson@midulstercouncil.org	03000 132 132	not applicable

\* job titles are predecessor council titles and subject to change as part of Council's organisational design (Head of Democratic Services has been approved)



**D**

**Subject**                      **03000 Telephone Number**

**Reporting Officer**      **Ursula Mezza**

<b>1</b>	<b>Purpose of Report</b>
1.1	To update members on the introduction of the Council's non-geographic telephone number.

<b>2</b>	<b>Background</b>
2.1	The Council agreed to operate a non-geographic telephone number from 1 April 2015 and the number - 03000 132 132 – went live on that date.

<b>3</b>	<b>Key Issues</b>
3.1	At the end of the first quarter (April 2015 – June 2015), the number of calls received via the 03000 number had increased from 3,089 in April to 4,458 in May (a 44% increase) and to 5,076 in June 2015 (an increase of 14%).
3.2	This number of calls equated to 158 hours in April, 225 hours in May and 254 hours in June, with 90% of calls answered effectively.
3.3	These statistics only reflect the calls received to the 03000 number. The 3 former councils' main telephone numbers continue to operate and so the volume of calls being handled is in reality higher than these figures.
3.4	The Council's switchboard service is essentially operated in 3 locations by 3 members of staff and the standards achieved in the first quarter reflect positively on the introduction of a new system together with a new internal extension number configuration, and on the Council's provision of continuity of service to members of the public.
3.5	The rising usage of the 03000 number in the first quarter also suggests its prominence in marketing activity across channels has been an effective strategy.

<b>4</b>	<b>Resources</b>
4.1	<b><u>Financial</u></b>  N/A
4.2	<b><u>Human</u></b>  N/A

4.3	<b><u>Basis for Professional/ Consultancy Support</u></b>
	N/A
4.4	<b><u>Other</u></b>
	N/A

<b>5</b>	<b>Other Considerations</b>
5.1	None

<b>6</b>	<b>Recommendations</b>
6.1	It is recommended that Members note the update on the usage of the 03000 telephone number.

<b>7</b>	<b>List of Documents Attached</b>
7.1	None

**E**



**Subject: Draft Service Level Agreement**

**Reporting Officer B O'Hagan**

<b>1</b>	<b>Purpose of Report</b>
1.1	To inform and allow members to review the draft Service Level agreement for Mid Ulster ICT services

<b>2</b>	<b>Background</b>
2.1	As part of developing a new service that is fit for purpose the Head of IT has drafted a service Level agreement ( SLA ) for IT services for member consideration and comment.

<b>3</b>	<b>Key Issues</b>
3.1	<p>The SLA defines the key services provided by ICT. It outlines the provision of</p> <ul style="list-style-type: none"><li>• Helpdesk</li><li>• Infrastructure ( systems &amp; Networking)</li><li>• Management Information Systems</li><li>• Web Services</li><li>• Service Availability</li><li>• Service Levels</li><li>• Wireless &amp; Mobile Computing</li><li>• Telephony</li><li>• Email</li><li>• Web</li><li>• Workstations &amp; Desktop Support</li><li>• Printing</li><li>• User account Provisioning</li><li>• User Liaison</li><li>• Training ( incl E-Learning)</li><li>• General Application Software</li><li>• Specialist Software</li><li>• Desktop Support</li><li>• Systems Administration</li><li>• Data Storage And Backup</li><li>• Service Standards &amp; KPI's</li><li>• Monitoring of Success</li></ul>

<b>4</b>	<b>Resources</b>
4.1	<b><u>Financial</u></b> Within Current resources
4.2	<b><u>Human</u></b> Some impact on training and culture within the organisation that will be address through briefing and instruction for all staff affected.
4.3	<b><u>Basis for Professional/ Consultancy Support</u></b> Several days of professional setup of helpdesk and system monitoring systems
4.4	<b><u>Other</u></b> None

<b>5</b>	<b>Other Considerations</b>
5.1	None

<b>6</b>	<b>Recommendations</b>
6.1	None: SIA for comment and review before adoption and annual review

<b>7</b>	<b>List of Documents Attached</b>
7.1	Appendix 1 - Draft ICT SLA

# **Service Level Agreement for ICT Services ( Draft June 2015)**

The mission of ICTS is to provide high quality and reliable central Communications and Information Technology (C&IT) services that are cost-effective, based on best practice, and meet the requirements of Council staff and members.

The strategic context for the provision and development of central C&IT services is provided by the Councils corporate plan, its values and objectives

## **Objective of the Agreement**

The purpose of this Service Level Agreement is to describe the key services we provide and the quality standards we have agreed with our service users in terms of service delivery.

This Agreement sets out;

- The services we provide to internal and external customers
- The overall standard which we aim to achieve in the provision of our services
- A mechanism for resolving any problems relating to the delivery of the service

## **Review**

This agreement will be reviewed annually as part of the annual planning process and any changes will be agreed with service users. Changes made to this agreement will be signed off by all parties annually.

## **Objectives of the Service**

- Manage and develop a secure, resilient and high performance Council network Infrastructure for data and voice (including provision for remote and wireless access)
- Provide a set of core C&IT services which are secure, up-to-date, easy to use and meet the actual and perceived needs of users.

These include:

- Authentication and authorisation (user account provisioning)
- Email
- Web (institutional websites, intranets and web content management system)
- Virtual learning environment (Blackboard)
- General purpose application software
- Data storage and backup
- Network printing
- Anti-spam and virus protection
- Workstation rooms for open access and teaching
- Management information and administrative systems
- 
- Provide help, advice, training and support in the use of all centrally maintained C&IT services

## **Service Users**

Our services are

- All Staff & members
- 

External

- Prospective customers
- Council website visitors

- Visitors and organisations requiring access to ICT managed services.

## **Responsibilities – who we are, what we do**

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

### ***What we do?***

#### **Helpdesk**

The Helpdesk team provides users with a primary point of contact for enquiries regarding ITS staff and services. The helpdesk staff are able to answer most user queries and provide first-line technical support or direct users to appropriate specialist IT staff. Their responsibilities include registering users, dealing with workshop, maintaining and supplying up-to-date ITS documentation, and maintaining centralised records for equipment, IT finances and software licenses.

#### ***Infrastructure (Systems & Networking)***

The IT Infrastructure service is primarily concerned with the operation, maintenance, development and management of the Council data and telecommunications infrastructure and associated network services including electronic mail, remote access (virtual private network), wireless networking, printing, network security, user account registration, data storage and backup. Systems and networking support staff are also responsible for administering the central systems infrastructure based on a number of Windows servers providing a range of multi-user applications. In addition, the ICT will provide a system support helpdesk service and desktop support to users.

#### ***Management Information Systems (MIS)***

The ICT are also responsible for supporting and developing central management information applications and corporate databases, such as HR/Payroll and Finance Records. The MIS



support staff undertake and support the analysis, design, maintenance and development of these systems to meet the Council's processing and reporting requirements. The MIS team liaises closely with appropriate staff in the administrative Departments to ensure the satisfactory processing of statutory returns on information about Council staff, students and finances. Other responsibilities include database administration, maintenance of central application, web and database servers, database / application user account registration, and the provision of user support, advice and training.

### **Web Services**

As part of ongoing support ICT will maintain and support central web facilities, which include the Council's public site and intranets, administration of central web servers, roll-out of the web content management system, and support for various web-enabled applications in use within the Council for learning, administration and marketing. ICT will provide advice and technical support to web maintainers and Council staff to ensure that web technology continues to be used in the most effective manner in all Council activities.

4

### **Service Availability**

For support users should contact the IT Helpdesk in the first instance. The helpdesk staff will refer queries to the relevant team member where necessary.

ITS Helpdesk

Email: [XXXXXX@midulstercouncil.org](mailto:XXXXXX@midulstercouncil.org)

Website: [www.intranet.midulstercouncil.org/it](http://www.intranet.midulstercouncil.org/it)

Tel: internal helpdesk ( to be advised )

Fax: None

In person: ICT office Main Building in Dungannon, Magherafelt and Cookstown.

Open Monday to Friday

9:00am to 17:00pm

Out of Hours

6pm Internal number (forwarded to officers mobile on weekly rotation)

Sat & Sunday Internal number (forwarded to officer mobile on weekly rotation)

### **Description of key services, levels and standards**

IT Services provide a wide range of services which are outlined below. Further details are available for all the services via the indicated links.

#### **Network Infrastructure**

The Council's core network consists of the cabling and wireless infrastructure, interbuilding links, links to external networks and the equipment on which the network operates. In general, IT are responsible for providing and supporting equipment

IT also coordinates Council's policy and procedures on network security, manages the Council perimeter firewall, liaises with external providers, such as BT and Eircom And Itassist to investigate misuse and breaches of security or copyright.

**Hours of service:** Local connectivity to the network is targeted to be continuous.

Special Network Configuration: On request and subject to approval ICT will provide necessary TCP/IP connections, Static routes for printing, access and normal operations.

IT will maintain a register of all authorised network attached devices and monitor same. For each connection ICT will supply a standard patch lead . New sockets will be installed on

request. Installations and refurbishment projects network provision must be included in the projects electrical and mechanical specifications.

<http://www.intranet.midulstercouncil.org/it>

### • **Wireless and Mobile Computing**

ICT support a variety of services allowing remote access to facilities and the user of Personal equipment in limited circumstances.

The wireless network covers most of the public and open access public areas of the council This is being expanded to include other Council sites. The service is based upon a number of Access Points throughout the internal and external fabric of designated buildings. Further details of the wireless service are available on the intranet.

Wireless users, and staff and members working from home, may use the Virtual Private Network (VPN) ,Citrix or Direct access to connect to the Council where they are authorised to do so.

## **Telephony**

Mid Ulster District Council operates a VOIP telephone system across most of its estate switches located on the Council estate. A variety of features are available including auto attendant, hunt groups, pick-up groups and telephone conferencing. An on-line directory is maintained, a central voicemail system allows ready access to messages, and a call logger is in place providing reporting and billing information.

The telephone service is run on a cost neutral basis with a monthly charge made for each extension, and call charges recharged to departments. Further details of the telephony services are available at:

## **Email**

IT provide an electronic mailbox on Office 365 to all staff and members who require an email. The staff email service is based upon Microsoft

Exchange in the cloud with Microsoft Outlook and Outlook Web Access the recommended email clients. Other elements of the email infrastructure include the email filtering and spam management to, from and through the Council, The Exchange online protection the service, list servers, archiving and the provision of generic mailboxes and email aliases as requested.

Further details of the email services are available at:

## **Web**

IT staff work with relevant staff in communication and marketing Relations and elsewhere to enable and support the use of the web and web-related technologies by Council staff for communications and promotional activities, the dissemination of internal information, the support of marketing, online processing and transactions and for administrative activities. Towards this end IT aim to provide technical support, advice, documentation, training (where appropriate) and dissemination of best practice to Council staff engaged in the maintenance and development of Web-based materials.

A Council-wide web content management system is provided to simplify web provision for non-technical staff the process of maintaining Web content. Training will be provided upon request for new web content maintainers within twenty working days of the receipt of the request.

Further details of the IT web services are available at:

<http://www>

## **Workstations**

IT maintain nine PC workstation

IT aim to ensure greater than 99% availability of computer equipment in each of the office during 09:00 – 17:00 time.

IT staff will usually respond immediately by remotely accessing the PC causing problems. Further details of the workstation room services are available at:  
<http://www.>

## **Printing**

IT support a number of networked printers available to staff for colour and mono laser printing. Many printers are now deployed as Multi Function devices that provide scan to email and to file location for staff to electronically scan documents in to various formats.

Further details of printing and associated services are available at:  
<http://www.>

## **User Account Provisioning**

IT provides a computer account (and username and password) to all users of Mid Ulster District Council IT facilities. This provides access to electronic facilities such as e-mail, PC Workstations and other electronic resources.

Staff accounts are provisioned automatically when they join the Council and return their contract to HR. process, and once enrolment is complete this allows access to all student facilities.

Computer accounts for other users are created when that person joins the Council, once the IT Helpdesk has been provided with the user's information from HR. IT aim to provide access to the required IT services one the first day of that users starting .A determination of the access will be agreed and implemented with regards to the which services each user will receive, and this and other details of the IT user account registration service are available at:  
<http://www.>

## **Helpdesk**

The IT helpdesk provides a first point of contact for all general queries and requests for assistance. The helpdesk staff aim to answer the majority of queries immediately or to refer the query to the relevant IT team member.

In addition to dealing with support queries, the helpdesk service provides site-licensed software, printer accounts, maintain documentation and training materials, and provide access to scanners and portable hardware for short-term loan to staff where appropriate.

Further details of the helpdesk service are available at:  
<http://www.>

## **User Liaison**

IT liaises with the Council user community (to obtain feedback on it quality of service provision, IT strategy, planned developments and services changes and by the following means:

IT Advisory Group (ITAG) providing a consultative forum composed of representative Council staff from all Services, Professional and Administrative ,Departments and one meetings in September will be scheduled.

IT User Forum provided electronically on the intranet will be open to all Council staff and members , enabling users to provide feedback on proposed developments, service changes and the quality of services provided by IT.

IT team within the Council will convene on a regular basis (usually every 4-6 weeks) to enable the sharing of good practice, discussion of common issues, review planned developments and provide a focus for considering arrangements for IT service continuity and information security issues

IT also conducts an annual user satisfaction survey while comments received via the Helpdesk and queries recorded in the service desk system are analysed and actions taken to improve services wherever possible.

## **Training**

IT will maintain a range of training resources to provide the user community with introductory information and experience of using IT computer systems, network services and core application software packages. Such training resources can consist of face to face workshops or self-training materials in the form of web pages, computer based training material or paper documents. Bespoke workshops are arranged (on request) for specific groups.

Further details of the IT training services are available at:

<http://www.>

## **Application Software**

IT aim to supply, maintain, and provide support for application software packages as following:

**General software:** This includes application software in wide use within the Council (e.g. Microsoft Office suite of applications, Outlook email, Internet Explorer, Acrobat, Dreamweaver, etc). IT aim to provide full support, training and documentation on all general application software.

**Specialist software:** This includes application software which is in limited use within the Council - usually by one or two departments only (e.g. Firefox,). Limited or no support, documentation or training is available on specialist application software with IT mainly ensuring that the required software is correctly installed and working on the required IT maintained workstations.

IT will aim to provide the most cost-effective licence deal available for the required software based on the usage requirement.

Further details of the application software services are available at:

<http://www.>

## **eLearning Support (Microsoft Office)**

IT will provide a central eLearning resource service offering advice, training and support on the use of Microsoft Office.

<http://www.>

In addition IT will assist with the dissemination of best practice in the use of learning technology by organising workshops, demonstrations and seminars on eLearning topics of potential interest to Council staff, working with staff to monitor core IT skills requirements.

## **Desktop Support to Professional and Administrative Departments**

IT procure, install and support desktop computing equipment and peripherals for staff, enabling access to MIS applications and use of general (and appropriate specialist) office software.

Microsoft Windows Professional 7 is the supported desktop environment.

IT staff procure, install and support desktop computing equipment, software and peripheral for all staff.

## **Management Information System (MIS)**

IT develop and support the central management information applications and corporate databases, including HR/Payroll, Finance () and ., we aim to ensure that the MIS systems are maintained and developed to provide timely, accurate and consistent information to assist with the management and administration of the Council.

The user interface of choice for access to MIS systems is increasingly based upon web browser technology wherever feasible and appropriate. In particular, sophisticated web interfaces are provided for enquirers, applicants, and staff. Major software upgrades are first implemented on test databases and then put live at a time which minimises inconvenience to users.

Further details of the MIS services are available at:

<http://www.>

## **Systems Administration**

IT undertake the evaluation, operation and development of IT and related systems according to best practice and professional standards. This includes our Microsoft Windows Active Directory infrastructure and server and desktop operating systems specialist appliance operating systems, such as Hyper –V and VMWare; and associated networking and software applications, and the links between all the elements..

Mid Ulster District Council's server infrastructure is split over two sites, and where possible resilience is built into the systems supported.

## **Data Storage and Backup**

The core data storage supported by IT is operated from a pair of Network Appliance storage systems located in the Main Building in Magherafelt and Dungannon which hold most user filestore securely, along with the storage for a number of servers and services. A number of systems also hold local storage if required for particular applications. The backup infrastructure exploits the storage system capability to maintain a number of previous versions of files which are readily retrievable by the user, and a backup system operates which undertakes overnight backups of data . An on-line, off-site backup system is in place for key information.

## **What we need from Service Users**

In general users of IT services are expected to:

Be familiar with and comply with all Council IT policies (including the Council Security Policy, which are available at on the intranet.

Be aware of and comply with acceptable use guidelines

Adhere to the terms and conditions of all licence agreements relating to the use of computer software.

Read supplied documentation on the use of IT facilities. Make themselves familiar with IT procedures for reporting faults, booking rooms, obtaining support, booking training courses etc. Keep abreast of IT news announcements (via notices, e-mail, Web, messages provided upon logging-in, etc).

Upon reporting problems to IT help desk - provide full details of the fault being experienced, including identification of equipment involved, application being used, etc.

Any additional expectations are detailed in the specific service descriptions.

## **Service Standards**

The IT department aims to provide high quality and reliable C&IT services that are cost-effective, based on best practice and meet the requirements of the Council.

General Service expectations and standards include the following:

- Maintain high availability of key network services and applications.
  - Aim to resolve network outages affecting core services within the shortest possible period.
  - Keep service disruptions due to planned outages for essential upgrades and systems administration to a minimum (Engage with appropriate representatives of user community to schedule down-time at a time convenient to the majority of the users affected).
  - Keep the user community informed of service issues at all times.
  - Engage the user community in new developments and service changes.
  - Service problems or faults reported via the IT Helpdesk and team support desks will be acknowledged within one working day and resolved where possible within one working week.
  - Requests for advice, information, and development work will be responded to within two working days of the request being received. Any subsequent work that may arise from the request will be carried out according to a timetable agreed with the requester.
- We will schedule major changes to the network infrastructure during vacations and non operational times as far as possible. Essential hardware and software activities that require interruptions of the service to all or part of the network will usually be carried in mornings before 09:00hrs, though urgent work maybe carried out at other times. If possible notice will be given not later than noon on the preceding day.
- Specific service standards, where applicable, are provided in the detailed service descriptions.

## **Key Performance Indicators (KPIs)**

IT will report annually on performance against the following KPIs.

- Service availability (up-time) of key ITS services, including the Core Network, Active Directory Authentication and Logon Services and email
- Level of user satisfaction with IT services identified by users as being important (from annual user survey).

## **Monitoring success**

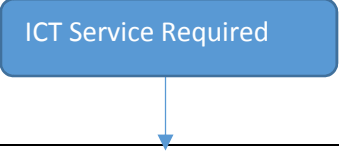
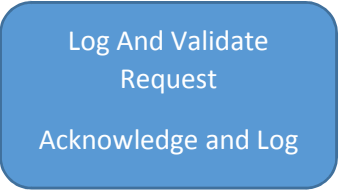
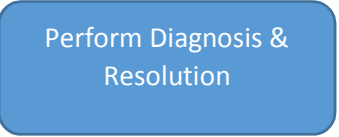
IT will monitor its performance in the following ways:

- Provide an annual report of progress against objectives listed in the IT Service improvement plan .
- Undertake an annual user satisfaction survey – the results will be analysed and considered in relation to service improvement.
- Seek feedback on IT performance from the IT Advisory Group.
- Seek feedback on IT performance from the IT Users Forum.
- Internal reviews on other service improvement plans will be read for feedback on the IT' performance and improvement gained in relation to that department.
- Feedback from comment and feedback forms will be monitored.

## **Date of Agreement (insert date)**

## **Signatories to Agreement**

## Overview or Process

		<p>Requests for ICT are received via Tel xxxxxxxxx ICT Technical Officers mobile Internal Completion of the online helpdesk form at xxxxxxxxx</p>
ICT helpdesk		<p>Answer Calls, Clarify essential details and record all relevant information regarding the incident /request</p> <p>Where appropriate will attempt to resolve any request whilst online</p> <p>Assign Call to ICT technical Officer for Diagnosis and resolution</p>
		<p>Asses the incident and identify the recovery action to restore service</p> <p>Keep users informed of progress</p> <p>Confirm and test with user the service is restored</p> <p>Escalate any required for service improvement including hardware and software and other thirds party loss of service</p>