



04 June 2020

Dear Councillor

You are invited to attend a meeting of the Policy & Resources Committee to be held in The Chamber, Dungannon and by virtual means Council Offices, Circular Road, Dungannon, BT71 6DT on Thursday, 04 June 2020 at 19:00 to transact the business noted below.

A link to join the meeting through the Council's remote meeting platform will follow.

Yours faithfully

Anthony Tohill
Chief Executive

AGENDA

OPEN BUSINESS

1. Apologies
2. Declarations of Interest
Members should declare any financial and non-financial interests they have in the items of business for consideration, identifying the relevant agenda item and the nature of their interest.
3. Chair's Business

Matters for Decision

- | | | |
|----|---|---------|
| 4. | Tullywiggan Play Park Lease Proposal | 3 - 6 |
| 5. | Elected Member Development Working Group | 7 - 10 |
| 6. | Outcome of consultation undertaken on the Council's proposed improvement objectives 2020-21 and 2021-22 | 11 - 36 |
| 7. | Member Services | |

Matters for Information

- | | | |
|----|--|---------|
| 8 | Minutes of Policy and Resources Committee held on 5 March 2020 | 37 - 42 |
| 9 | National Association of Councillors: Annual Subscription | 43 - 44 |
| 10 | Marketing & Communications Update | 45 - 54 |
| 11 | Registration of Births, Deaths, Marriages & Civil Partnerships | 55 - 58 |

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

Matters for Decision

12. Staffing Matters for Decision
13. Contract for the Collection and Processing of Residual Waste / Mixed Dry Recyclates (Blue Bin Contract)
14. Recognition for Essential Staff during COVID-19

Matters for Information

15. Confidential Minutes of Policy and Resources Committee held on 5 March 2020
16. Staffing Matters for Information
17. Contracts and DAC

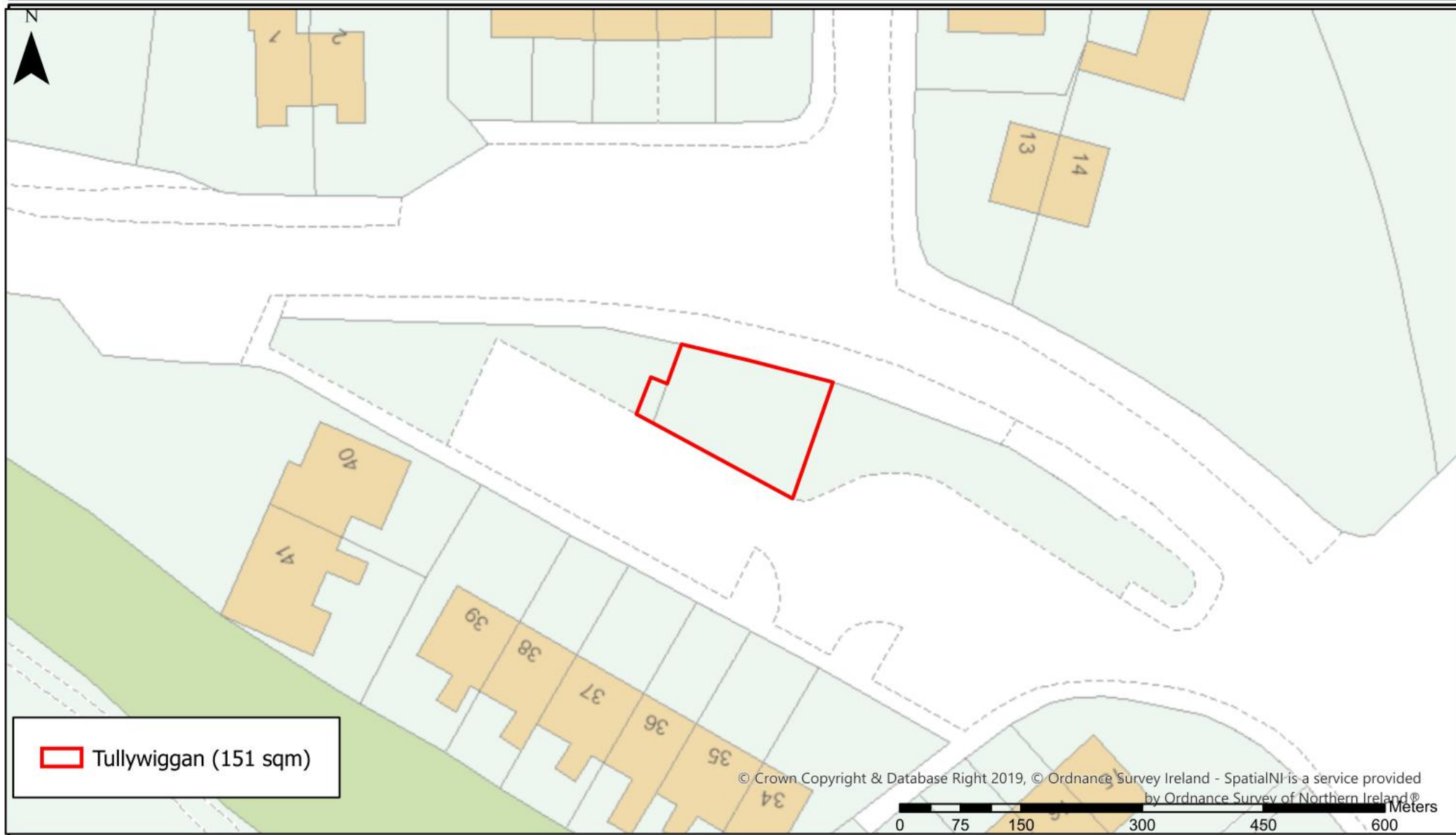
Report on	Tullywiggan Play Park Lease Proposal
Date of Meeting	Thursday 4 June 2020
Reporting Officer	Head of Parks
Contact Officer	Nigel Hill

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

1.0	Purpose of Report
1.1	Council approval to seek the transfer through lease or acquisition of a parcel of land adjacent to private dwellings 34 - 40 Tullywiggan Cottages, Cookstown from Northern Ireland Housing Executive relating to creation of a new play park by legacy Cookstown Council in 2002.
2.0	Background
2.1	Records would indicate that Northern Ireland Housing Executive and Cookstown District Council progressed a proposal to develop play facilities at Tullywiggan. The creation of a new play park was completed in 2002. Correspondence on file dating from 2010 confirm that both parties were in agreement in relation to the project. However no formal lease agreement was completed at that stage.
3.0	Main Report
3.1	To seek initially the formalisation of an agreement through the establishment of a lease with Northern Ireland Housing Executive (NIHE).
3.2	Northern Ireland Housing Executive (NIHE) may seek to progress the transfer through the sale of the land to council for which a freehold valuation for the purchase of the lands will be sought from Land and Property Services.
4.0	Other Considerations
	<u>Financial & Human Resources Implications</u>
4.1	Financial: Depending on NIHE the terms of disposal to Council. Council will formally adopt the facility and continue to insure, inspect and maintain as has been the case since 2002. Human: Existing staff resources sufficient to coordinate project support. No additional staffing resource required. The site will be included in weekly inspections schedules resourced by the Parks Service.

4.2	<p><u>Equality and Good Relations Implications</u></p> <p>Council recognise the continuing need to provide safe access to children's play facilities at Tullywiggan Cottages, Cookstown.</p>
4.3	<p><u>Risk Management Implications</u></p> <p>N/A</p>
5.0	<p>Recommendation(s)</p>
5.1	<p>Council approval is sought for the formal transfer of land through either lease or acquisition, subject to agreement on Terms and Conditions as provided from Northern Ireland Housing Executive.</p>
6.0	<p>Documents Attached & References</p>
6.1	<p>Tullywiggan Play Park boundary maps (Appendices 1 & 2)</p>

Tullywiggan Play Area



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Lár Uladh
Mid Ulster
District Council

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Author: Nicky Doris

Date: 27/02/2020

Dept: IT

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Tullywiggan Play Area



 Tullywiggan (151 sqm)

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Report on	Elected Member Development Working Group
Date of Meeting	4 June 2020
Reporting Officer	Philip Moffett, Head of Democratic Services
Contact Officer	Eileen Forde, Member Support Officer Sinead McAleer Corporate Learning & Development Manager

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

1.0	Purpose of Report
1.1	To receive and consider the report of a meeting of the Elected Member Development Working Group held on Thursday 5 March 2020.
2.0	Background
2.1	The Council through the Elected Member Development Steering Group has now attained Level 1 Charter Status for Elected Member Development.
2.2	The steering group Terms of Reference confirms that the business of the Working Group be reported through Policy & Resources Committee.
3.0	Main Report
3.1	<p>The Report of the most recent meeting of the Elected Member Development Steering Group is attached, as Appendix A to this report for consideration and approval. The following issues have resulted from discussion at the March meeting:</p> <ul style="list-style-type: none"> • That Civic Awards Working Group be recommenced with expediency to review future direction. Due to the suspension of Committees in March 2020 due to Covid-19 this issue has been progressed through Council (Note: this has already been approved P&R as a recommendation from the Working Group on Outside Bodies) • Plans to display Councillor Annual Registration of Interests online and a move to completion of same by Members throughout the current term • A training programme in line with needs reflected in Member Personal Development Plans (PDPs) be progressed for the remaining Council term.

4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial: not applicable at this point
	Human: Not applicable
	Risk Management: Not applicable
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications: Not applicable
	Rural Needs Implications: Not applicable
5.0	Recommendation(s)
5.1	The committee consider and approves the report of the Elected Member Development Steering Group meeting, and actions contained, held on Thursday 5 March 2020.
6.0	Documents Attached & References
6.1	Appendix A: Report of Elected Member Development Steering Group

Report of Elected Member Development Steering Group of Mid Ulster District Council held on *5 March 2020* at 5.30pm in Council Offices, Cookstown

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

Apologies Cllrs Ashton, Elattar and Mallaghan
 S McAleer, Corporate L&D Manager

AGENDA	MATTERS AGREED	ACTIONS & RESPONSIBILITY
1.0	Appointment of Chair	
	In the absence of the Chair Members present agreed Cllr Buchanan assume the role. Cllr Buchanan took the Chair	
2.0	Meeting Report 3 October 2019	
	<ul style="list-style-type: none"> Noted 	
3.0	Update Report Elected Member Development Group	
	<p>Members Noted:</p> <ul style="list-style-type: none"> Members noted training opportunity updates Members noted training updates and summary of evaluations Members noted the RAG (red, amber green) Status and Analysis the council's Charter Review <p>Members Agreed:</p> <ul style="list-style-type: none"> EMDWG Members to actively encourage fellow Members to attend training E Learning for Members to be progressed 	<p>EMDWG Members</p> <p>Member Support Officer Corporate L&D Manager</p>

4.0	Update on Personal Development Plans	
	<p>Members Agreed</p> <p>Concern expressed that only 57.5% had completed a training analysis from which to build personal development plan. Noted that 60% required to retain the Council's Charter Status.</p> <p>Training Schedule for Council term to Include</p> <ul style="list-style-type: none"> • Planning Training for Non Planning Members • Planning Training: How to use the Planning Portal • Stewarding Training • Briefing Note: How to request groups to present to committee • Update on Terms of Reference to committees with forthcoming changes post April 2020. • Regulation & monitoring training • Draft training schedule to be presented to next meeting of working group 	<p>Member Support officer to resend EMDWG Members to encourage party colleagues to complete.</p> <p>Member Support Officer C L&D Manager</p>
5.0	Verbal Update on Regional Elected Member Development Group	
	<p>Members Noted</p> <ul style="list-style-type: none"> • Member Support Officer provided update from NILGA Elected Member Development Network which took place 21 January 2020. Providing details of Approved Charter Framework, NILGA Leadership Programme Prospectus, and the CIPFA Presentation for finance for non-financial members 	
6.0	Completion of Annual Registration of Interest Forms	
	<p>Members Agreed:</p> <ul style="list-style-type: none"> • Arrangements to display Registration of Interest forms online and a move to completion of same by Members throughout the current term. 	Member Support Officer Head of Democratic Services
7.0	Any Other Business	
	<p>Members Agreed:</p> <ul style="list-style-type: none"> • That it requests that Policy & Resources Committee reconvene the Civic recognition Working Group be with expediency to review future direction. 	Head of Democratic Services
Meeting concluded at 6.50 pm		

Report on	Outcome of consultation undertaken on the Council's proposed improvement objectives 2020-21 and 2021-22
Date of Meeting	Thursday 4 th June 2020
Reporting Officer	P Moffett, Head of Democratic Services
Contact Officer	L Jenkins, Performance & Quality Officer

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

1.0	Purpose of Report
1.1	To update the committee on the findings and outcome of the consultation undertaken on the Council's proposed improvement objectives 2020 - 2021 and 2021 - 2022.
2.0	Background
2.1	Statutory Guidance issued by the Department for Communities on taking forward the general duty to improve, in deciding how to discharge its duty under section 84 and 85, requires that the council consult on a yearly basis on their improvement objectives. This requirement on consultation falls from section 87 of the Local Government Act (NI) 2014.
2.2.	There is no statutory duty to consult on the improvement plan, but rather the improvement objectives. Four new improvement objectives were previously proposed to and recommended by the committee for a two year period from 2020-21 to 2021-22. Each improvement objective and their assigned SRO will conduct a review at the end of 2021 to ensure that the improvement objectives and associated milestones and activities are still relevant.
2.3	<p>The Committee at its March 2020 meeting considered and approved 4 new Draft Corporate Improvement Objectives for 2020 – 2021 to 2021 - 2022, rationale and associated links to the community and corporate plan. The committee recommended the council's Improvement Objectives as:</p> <ol style="list-style-type: none"> 1. Mid Ulster District Council will seek to reduce the environmental impacts of our own activities and will contribute to the improvement of the wider environment through local action. 2. We will ensure a more connected Mid Ulster where new technologies and ways of working, empower citizens to get the best services that matter to them. 3. To create cleaner neighbourhoods, where everyone takes responsibility for their waste and the environment. 4. We will contribute to the ongoing regeneration of our district by delivering a capital investment programme, enhancing facilities and opportunities for local people <p>Further detail regarding the rationale on why each objective was identified is attached in Appendix A, pages: 4, 8, 12 & 16).</p>

3.0	Main Report
	<p data-bbox="240 275 1203 309">Results from Improvement Objectives Consultation Report May 2020</p> <p data-bbox="145 342 1414 577">3.1 This year the consultation exercise ran from the 6th of March to the 1st of May and focused on our proposed objectives. Under each improvement objective, the Council asked whether respondents agreed with the objective or disagreed with the objective. Respondents were also asked to provide any related commentary they had regarding the proposed improvement objectives. The consultation survey also asked respondents to outline any improvements the council should consider in the future. The final question asked respondents to provide any further comments relating to the draft Improvement objectives</p> <p data-bbox="145 611 1414 880">3.2 The consultation involved a survey made available for completion and submission online and or by post to the council. To ensure maximum engagement the process was promoted through a variety of communication channels including social media outlets, the council's website, press releases, e-mails, staff intranet and internal staff meetings. In total 50 consultees responded to the consultation, 24% of consultees responded prior to the lockdown due to Covid-19, while the majority of consultees 76% responded after the 23rd of March (post lockdown). This is down slightly from last year's figure of 55 responses received for the 2019-2020 improvement objectives consultation exercise.</p> <p data-bbox="145 913 1414 1518">3.3 A report on the outcome of the consultation is appended (appendix A). In summary;</p> <ul data-bbox="240 981 1414 1518" style="list-style-type: none"> • 98 % of respondents agreed with objective one: - <i>Mid Ulster District Council will seek to reduce the environmental impacts of our own activities and will contribute to the improvement of the wider environment through local action.</i> • 98% of respondents agreed with objective two: - <i>We will ensure a more connected Mid Ulster where new technologies and ways of working, empower citizens to get the best services that matter to them.</i> • 94 % of respondents agreed with objective three:- <i>To create cleaner neighbourhoods, where everyone takes responsibility for their waste and the environment.</i> • 94% of respondents agreed with objective four: - <i>We will contribute to the ongoing regeneration of our district by delivering a capital investment programme, enhancing facilities and opportunities for local people</i> <p data-bbox="145 1541 1414 1742">3.4 With such significant endorsement of the four proposed improvement objectives, together with additional commentary provided, the council will be able to develop its Performance Improvement Plan (PIP) around them. When reviewed, the respondent's commentary did not warrant the removal, amendment to or addition to the objectives proposed. The additional commentary and views provided, is informing our wider improvement activity across the services.</p> <p data-bbox="240 1809 1414 1877">Performance Improvement Plan and Annual Assessment Report - Response to Covid-19</p> <p data-bbox="145 1910 1414 2038">3.5 The social and economic disruption of COVID-19 will have a significant impact on our District, our citizens, the services we provide and the way we provide them. As lockdown restrictions ease, social distancing measures are enacted in the workplace and service provision gradually recovers, transitions and adapts to the 'next' normal, the Council must</p>

	<p>consider the impact of COVID-19 on the plans which are currently being developed at all levels of the Service Planning and Performance Management Framework, and in particular the Performance Improvement Plan and the retrospective Annual Assessment Plan. How well we plan ahead now will determine how well we adapt to the challenges and opportunities within the post COVID-19 environment. Council's performance improvement plan (PIP) is normally considered by June Council and the annual assessment report considered by September Council and both reports are then published on the Council's web-site.</p> <p>SOLACE (NI) has written to the Minister for Finance to request that some requirements under Part 12 of the Local Government Act (NI) 2014 be suspended for 2020-21. The Department of Communities has verbally confirmed that Councils will not be required to produce their annual Performance Improvement Plans by June 2020. This report was compiled while awaiting written guidance from the Department, regarding performance duties and statutory deadlines, due to have been provided by end of week commencing 18th of May 2020.</p>
4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial: Council Financial Recovery Plans in response to Covid-19
	Human: Council Human resource Recovery Plans in response to Covid- 19
	Risk Management: N/A.
4.2	<u>Screening & Impact Statements</u>
	Equality & Good Relations Implications: N/A
	Rural Needs Implications: N/A
5.0	Recommendation(s)
5.1	That the Committee consider the outcome of the Corporate Improvement Objectives Consultation 2020 to 2021 and recommend the adoption of the objectives.
6.0	Documents Attached & References
	Appendix One: Outworking's from Consultation on Mid Ulster District Council's Performance Improvement Objectives 2020-2021 to 2021-2022

**Outworking's from Consultation on
Mid Ulster District Council's
Performance Improvement
Objectives
2020-2021 to 2021-2022**

May 2020

Background

As required under Section 84 of the Local Government (NI) Act 2014 (hereafter referred to as 'The Act'), the Council is placed under a general duty to make arrangements to secure continuous improvement in the exercise of its functions.

Part 12 of the Act sets out a series of provisions which the Council should be mindful of in "making arrangements to secure continuous improvement", under section 85, the Council is to identify and set itself corporate level performance Improvement Objective(s) for improving the exercise of its functions and to have arrangements in place to achieve these objectives. Under section 87 of the Act, the Council is also required to consult on our improvement objectives.

This year the consultation exercise ran from the 6th March 2020 to the 1st May 2020 and focused on our proposed objectives for 2020/2021 to 2021/2022. Under each improvement objective the Council asked whether respondents agreed with the objective or disagreed with the objective. Respondents were also asked to provide any related commentary they had regarding the proposed improvement objectives.

The consultation survey also asked respondents to outline any improvements the council should consider in the future. The final question asked respondents to provide any further comments relating to the draft Improvement objectives. The consultation exercise was promoted via a variety of communication channels including social media, internal staff meetings, our Council website, e-mail and press releases in local newspapers.

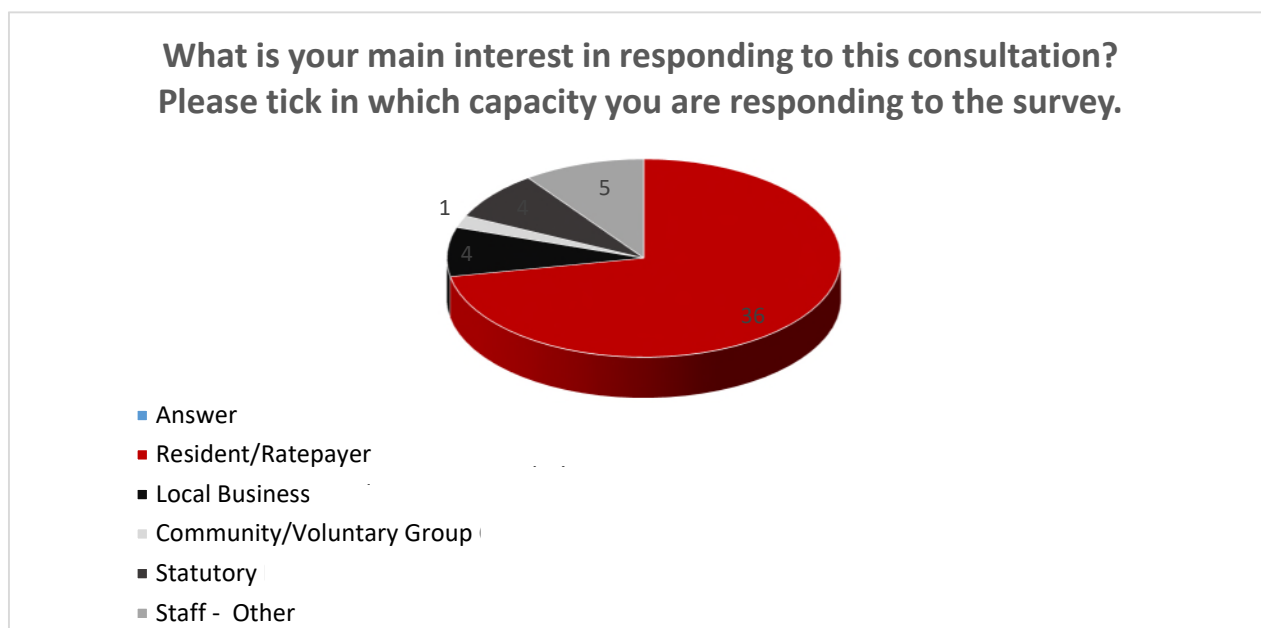
The consultation regarding the Council's improvement objectives spanned the fast pace of Governments all around the world placing their citizens and economies into "lockdown", in response to the Covid-19 pandemic during the months of March and April 2020. The social and economic disruption of COVID-19 will have a significant impact on our District, our citizens, the services we provide and the way we provide them. As lockdown restrictions ease, social distancing measures are enacted into the workplace and service provision gradually recovers, transitions and adapts to the next normal; the Council must consider the impact of COVID-19 on the plans which are currently being developed at all levels of the Service Planning and Performance Management Framework. How well we plan ahead now will determine how well we adapt to the challenges and opportunities within the post COVID-19 environment.

Responses to Improvement Objectives Consultation Questionnaire 2020-2021

QUESTION 1

What is your main interest in responding to this consultation? - refer to figure 1.0

Figure 1.0- What is you main interest in responding to the consultation?



Capacity in which responding to survey	Numbers (completed)
Citizen/Ratepayer	36
Local Business	4
Community /Voluntary Group	1
Statutory Sector	4
Other	5 (all staff)
Total	50

QUESTION 2 -

Number of consultees who provided contact details – (optional)

Number of Consultees provided details	19	38%
Number of Consultees did not provide details	31	62%

QUESTION 3 -

Do you agree that the proposed Performance Improvement Objectives are appropriate for our district?

Please indicate if you agree or disagree, add comments where applicable.

Improvement Objective One

- 1. Mid Ulster District Council will seek to reduce the environmental impacts of our own activities and will contribute to the improvement of the wider environment through local action.**

Why we are doing it?

Climate change has been recognised internationally as the most important environmental challenge that we currently face it is a large scale, long-term shift in the Earth's weather patterns and average temperatures. Scientific consensus recognises human activity¹ as a major cause of recent unprecedented warming and climate projections, show that past, current and future gas emissions will influence the climate for decades. The Climate Change Act, passed in 2008, committed the UK to reducing greenhouse gas emissions by at least 80% by 2050 when compared to 1990 levels. This approach has now been used as a model for action across the world, and is mirrored by the United Nations' Paris Agreement.

The intergovernmental panel on climate change predicts increases in extreme weather events over the twenty first century and attributes this to a result of greenhouse emissions and rising surface temperatures. The latest U.K Climate Change projections (UKC P18)² predict that Northern Ireland will experience warmer, wetter winters and hotter drier summers by the 2050's, with extreme weather events becoming more frequent³.

We recognise the key role and contribution that the Council has in supporting and promoting local actions and local people, businesses and partners in the move to a low carbon future. Taking action to protect the environment for future generations is a priority for Mid Ulster and is recognised in the Districts Community Plan and Corporate Plan. We care about the environment and understand our legal duty to protect it. We seek to minimize the environmental impacts of our own Council activities and work with other partners and stakeholder to protect and enhance our local environment. Subject to procurement regulations, we can also choose to buy local produce which not only supports our local economy, it also reduces carbon emissions from freight transport and travel. Climate change is a collective issue and we can all make changes to our lifestyles to reduce the impact on the environment.

1. <https://climate.nasa.gov/scientific-consensus/>

2. <https://www.metoffice.gov.uk/research/approach/collaboration/ukcp/download-data>

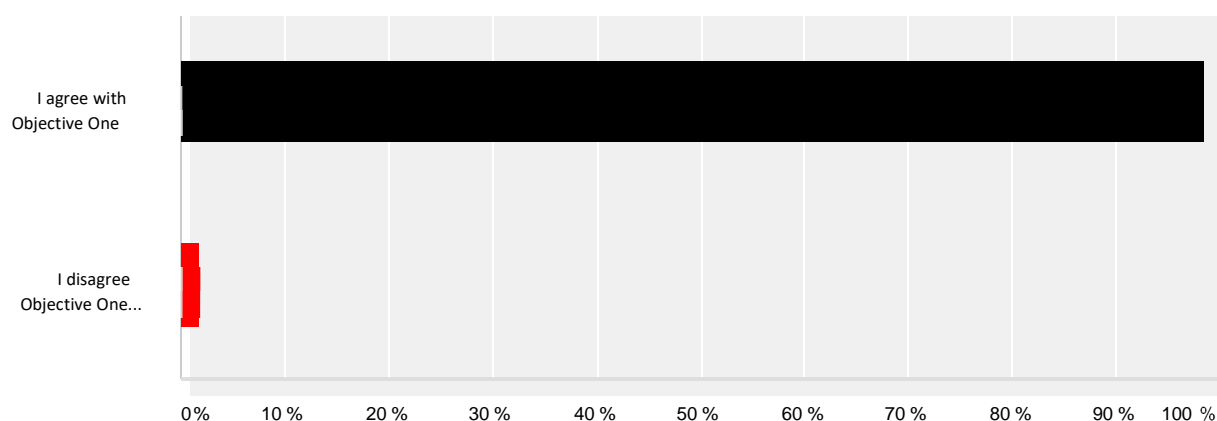
3. <https://www.theccc.org.uk/wp-content/uploads/2016/07/UK-CCRA-2017-Northern-Ireland-National-Summary.pdf>

Improvement Objective One:

Mid Ulster District Council will seek to reduce the environmental impacts of our own activities and will contribute to the improvement of the wider environment though local action.

Number of Consultees agreed with objective one	49	98 %
Number of Consultees disagreed with objective one	1	2 %

Answered: 50 Skipped: 0



Objective One:	
Consultee commentary: - There were 19 comments in total	
Hard copy	
	NONE
Electronic	
# 4	Really pleased to see the environment at the top of the list. It should be broadened out and made even stronger e.g. Council will only engage in support or support activity which contributes positively to achieving UN Sustainable Development Goals.
# 5	Absolutely, please add more public green spaces provision to this objective.
# 6	I agree that the Council has a strong focus on the separation of waste and recycling. I think that more can be done in this aspect.
# 7	No indication of long term thinking is expressed in what is a noble objective. The town has been converted to a dormitory town for the main industrial heartland around Belfast by the new dualling of the main road to the M2/22. This is likely to lead to an exponential growth of the town. The problem is that a master plan for the area should include the parkland,

	<p>wetlands (flood plains) and natural areas for habitat conservation in a linked plan. Towns like Stevenage are models. The internal combustion engine will be illegal in 12 years and in 6 years new internal combustion petrol or diesel cars will be 'stranded assets', purchased for £50k a vehicle, depreciated to zero and with no market within months of purchase. Provision for (wind and solar generated) electric charging points for every parked car would be required. I note the generation cost of electricity is falling precipitously towards 1p a kWh in every country in Europe including Ireland and the UK. This is because wind turbines that pay for themselves in five years have been over-engineered and are lasting 25-40 years so 20-35 years of their output is provided at the cost of maintenance which has also reduced due to the invention of remote drone monitoring and advances in computer monitoring. The effect of this will be to radically transform the movement of people from diesel jeeps to electric cars, electric bikes and autonomous vehicles for delivery of goods. The impact on the environment will be positive but the movement to electric bikes and light vehicles travelling at 15mph (including school traffic) will require a network of maintained cycle tracks in a series of linear spokes from the town centre hubs. They should ideally travel through parkland, sculpture exhibits, picnic areas and green spaces that are supported by the recycling activities of the council. The area of the master plan should include lough neagh edges, Ballynahone bog, wetlands and flood storage areas for salmonid streams, Castledawson, Ballyronan and Moneymore, Toblermore and Draperstown. Exponential Growth means visualising doubling the population at a doubling time - it used to be about 10 years but accelerating this to 5 years or less (excluding Climate Change inward migration) puts a town for 10,000 people up to 80,000 people in three doublings and 160,000 in four doublings. Unless space is allocated for recreation and green living early, the town will become overburdened, congested and that will lead to city centre rot.</p>
# 8	<p>I was shocked to be told that safety of pedestrians on Coalisland Road on leaving the shopping centre where there are 7 businesses is down to those businesses. I thought lights and a pedestrian crossings would be a matter for council since we pay rates. The main Coalisland Road has an extremely high volume of traffic. The lights on this road below exit of White City does not allow the length of a car after turning onto main road with the result that a car is almost on top of crossing when turning. Humans are I think part of the environment</p>
# 9	<p>Yes hopefully this extends to ensuring that wind farms and fracking etc. are not permitted in areas where residents and the environment and areas of outstanding natural beauty will be affected</p>
# 10	<p>This needs to be specific and authentic objective, with measureable outcomes. What qualifies environmental impact?</p>
# 12	<p>With increasing CO2 emissions and rising temperatures, this is a global issue for us all and I am glad the Council is focusing efforts relating to how we all impact on the environment. We can all do our bit to help the planet.</p>
# 13	<p>If the Council stalls and is afraid of investing in future assets, like buildings, vans lorries etc. of using alternative fuels, heat and building supplies and we</p>

	don't see them looking at these issues now then are they truly being leaders in sustainability and reducing carbon emissions?
# 18	The actions we take now will have significant impact not on us but future generations so it is important we do as much as we can now
# 19	I would like to see less reliance on petrol and diesel powered machinery and more electric equipment, including mowing and cleansing machinery
# 31	The reduction in travel, due to Covid, has shown that there are improvements to the environment already – I think it is a great time to continue with this and grasp this opportunity
# 33	I think this is a very important objective for the council as we should be leading by example. We can aim to reduce the environmental impacts of our own activities, whether that be by way of 'greener' vehicles or by using sustainable urban drainage systems (suds) in our capital projects, or taking a more sustainable approach in the design of our council buildings. It may even be through our approach to other operational day-to-day activities such as a progression away from the use of paper in everything we do; perhaps make planning applications online and the use of technology to have meetings, thereby negating the need to travel.
# 38	The Council must lead by example - there should be clear concise realistic, specific, measurable, time based, achievable outcomes with regard to this first objective. Clarification of the terminology is important. Define the phrases: * Environmental Impacts - which ones, how, who, where and when? * Local Action - when, where, who and how? * What activities - define them, list them and provide methodology / action plan on how this will be implemented, measured, managed and maintained. One quick and easy way to reduce the environmental impacts is through consistent, continuous, managed and monitored maintenance of all Council buildings and structures - the importance of cleaning, building maintenance and management of public places (open spaces / parks / gardens) are essential services and must be given priority including sufficient resources in terms of time, staff and funding. COVID-19 Lockdown: access to public services during emergency situations is key. Reliable, consistent and continuous accurate information, communication and updates on what the council is doing is a top priority. This enforced emergency situation should be used as a learning exercise on how to communicate better with the local community, residents and internally between Departments. Cross-departmental / directors co-operation, co-ordination and communication is vital to managing, maintaining and monitoring the efficiency and effectiveness of the Council
# 40	Increased use of renewable energy would be beneficial in the Council Buildings as well as the fleet vehicles.
# 44	There are very few rubbish bins leading to littering of the environment
# 45	I agree with this objective but think it should not be the top priority. See point below for 3rd objective
# 46	Yes, I would be in agreement with this as being a focus of Council activities but not just for the incoming year but future years. The council should work towards becoming a leader on this type of activity within the district with perhaps working with the local College (South west College) to look at some good practice around this stuff and creating a conversation locally
# 50	We need to clean our hedge ways across the area

QUESTION 4 -

Do you agree that the proposed Performance Improvement Objectives are appropriate for our district?

Please indicate if you agree or disagree, add comments where applicable.

Improvement Objective Two

- 2. We will ensure a more connected Mid Ulster where new technologies and ways of working, empower citizens to get the best services that matter to them.**

Why we are doing it?

Digital technology is transforming the way people live their lives – from the way we communicate, to the way we purchase goods and services and highlights how we are becoming increasingly reliant on digital devices. The increasingly pervasive growth of online shopping, mobile device use, social media and ultra-fast broadband presents many opportunities and it is connecting us in ways that were unimaginable just a few generations ago. Research by Steria¹ found that 83% of people want to access public services via digital channels and they increasingly expect a user experience that is intuitive and similar to what they get from their bank, supermarket or utility company.

We want to harness the potential of digital design, data and technology to work efficiently, transform the relationship between residents and the Council, and make Mid Ulster a leading destination for growth, opportunity and quality of life. To embrace such opportunities we are developing a roadmap to define how our future use of technology and human resources will be optimized to enable the efficient delivery of our business and community priorities to the businesses and citizens of Mid Ulster. Technology is only an enabler, transformation involves changing how we work, how we organise ourselves and how we serve our citizens. We will have real opportunities to radically rethink, and redesign our services, as we move towards being a more agile and flexible organisation, with staff able to work from any location as we make more efficient use of physical space and mobile technology. More of our high volume, low contacts that we deal with, should be completed at our customer's convenience, enabling Council staff to focus on more completed and sensitive enquiries that benefit from the human touch. All of this can help us manage the rising cost and demand pressures the Council is facing.

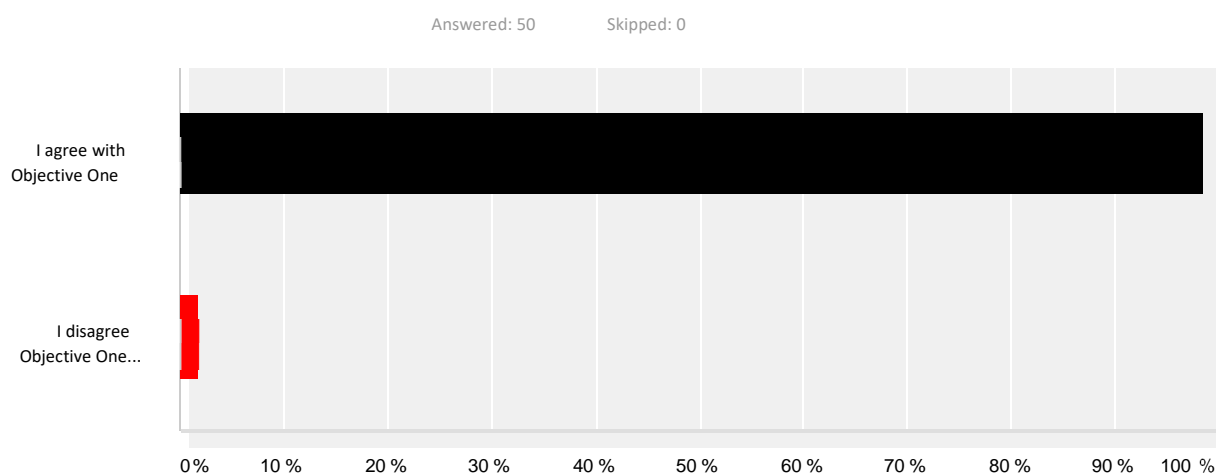
Whilst we want everyone to become digital citizens, we recognise that not all residents have the means or skills to take up digital. The council aims to grow and develop its digital inclusion work to provide skills and confidence in this area for staff, and our customers will always be able to speak to a person when they need to, and the person they speak to will be able to provide improved customer service. We will not leave anyone behind, however, we must continue to maximise technology to drive better services and lower delivery costs. As a Council, we already offer online access in a number of areas, however we need to push further, faster with our digital approaches, data and technology, to ensure the district thrives through the fourth industrial revolution.

¹<https://www.soprasteria.co.uk/newsroom/publication/citizen-view-digital-transformation-government>

Improvement Objective Two:

We will ensure a more connected Mid Ulster where new technologies and ways of working, empower citizens to get the best services that matter to them.

Number of Consultees agreed with objective one	49	98 %
Number of Consultees disagreed with objective one	1	2 %



Objective Two	
Consultee Commentary: - There were 19 responses in total	
Hard Copy	
	NONE
Electronic	
# 2	Hi, you need to ensure that we get competition in local broadband market by encouraging cable companies to invest in our towns - big and small. We are reliant on BT who don't invest unless under competition. Get someone like virgin media in the area please.
# 5	Mobile signal and quicker broadband in certain areas would help
# 6	I think it's needed to keep up with modern times and use of technology in our favour. As a rural area we need to think in people who are isolated and getting to places is more difficult
# 7	I live less than three miles from the Rainey School. I know this because our claim for a subsidised bus for the children was declined for this reason. However, I am apparently too far away from the Internet Cabinet in the Post Office to be able to get a decent internet service. My internet speed is 0.02 to 1.0 Mb/s - it takes all night to download a single programme from the BBC. I am told new technologies demand a minimum of 4 and work

	better at 40 Mb/s. I would happily accept 3 Mb/s but we are apparently 'rural'. We also do not have a mobile phone service - not one provider operates inside our house 'mast to phone'. A text message can be sent from outside our house if I stand in the rain for long enough. Connecting council services electronically is predicated on there being a communication link between every household and the internet.
# 8	Are we talking about less contact to a human and more fill in on line or leave your message hopefully not while technology is good for some reasons not always good for older generations.
# 10	How will this be implemented?
# 12	As a customer or consumer if I have a query or want to pay for anything I prefer to do this digitally in the first instance and be able to do it on a 24/7 basis, the more services that are online and use of digital devices instead of using paper surely would also help the environment. I am aware that people can have the potential to be digitally excluded and hope that the Council takes this in to consideration.
# 13	Again will councils in the future be big buildings, you highlight agile working for your staff and digital services, however to do this takes immense effort, innovation, budgets and ripping up old ways of doing things. I think you should start with how to manage call handling when I have tried to get help with some services, I was passed around a lot between different people, as the answer were not on the web site and I needed to talk to a person. When you contact the likes of local electricity firms everything is self-automated and I can still get through to people who can deal quickly with my queries can't you learn something from this?
# 20	The Covid 19 situation has demonstrated that appropriate technologies, especially to facilitate remote working, coupled with appropriate ways of working are essential to the continued delivery of local government services, maintaining economic activity generally, and supporting local and other communities. In addition, the public will now have an even greater expectation of services, etc being available via online channels Finally, in the medium term it is likely that one of the legacies of the Covid 19 outbreak will be an increased pressure to reduce costs and become more efficient and effective. New technologies and ways of working that empower citizens to get the best services that matter to them should help to both reduce costs and deliver more effective and efficient services.
# 29	I agree but I think we need to collaborate better with other councils/bodies throughout NI (following this pandemic) and look at new ways of working and providing services and encouraging supporting local suppliers etc.
# 31	Now more than ever during Covid outbreak there is a need for improved technologies
# 33	The covid19 situation has brought into focus how important it is that we try to provide more of our services online. There is of course a need to ensure that everyone has access to our services and there will be those in our communities who neither have nor can afford internet access. This is perhaps something that the council can look at in connection with local community groups who could help provide support to those who need

	internet access but cannot afford it themselves - perhaps by way community hubs where people can get internet access and training on how to use it.
# 37	Cart before the horse we have one of the poorest served broadband areas in the UK
# 38	COVID-19 Lockdown has highlighted the need for alternative ways of working using new technologies - the Council should learn from this imposed situation and utilise the ability to be flexible in terms of homeworking, remote working and use of digital technologies. It has highlighted the importance of providing reliable internet connections and telecommunications, which should be a top priority going forward. It has also through necessity clearly highlighted the essential services within the council, key vital public services are: * waste management, monitoring and maintenance, bin collections, recycling depots. * Registration services (births, deaths, marriages). * Graveyard maintenance, management and monitoring. * Public realm cleaning, road sweeps, maintenance / management and monitoring of public spaces. Consideration should be given to 'best services' once the official lock down is removed; a detailed review of operational procedures and processes will be needed as priorities for the public will have changed. Key priority areas shall be: * Equal access to health care facilities within MUDC - health care hub centres are key to providing consistent and continuous public health services, social services and mental health care / wellbeing.
# 40	Improved broadband to the rural community is essential
# 44	Decent broadband and telephone lines in the countryside should be a priority
# 45	But this should not be limited to towns! Rural areas should also be prioritised
# 46	Yes, the council definitely focus on this. The coronavirus outbreak has made this more important than ever, with the social distancing measures in place looking like it will become the new norm for the foreseeable future. It will be important that until such times (which could be years) as everyone has robust connectivity/broadband connection various ways of transacting business should be in place with alternative means being introduced through a phased approach
# 50	Can we get better broadband into the area. Sick of bad service from current monopoly provider in the region. Can't home school or use video conferencing services. We need someone like virgin or 5g services

QUESTION 5 -

Do you agree that the proposed Performance Improvement Objectives are appropriate for our district?

Please indicate if you agree or disagree, add comments where applicable.

Improvement Objective Three

3. To create cleaner neighbourhoods, where everyone takes responsibility for their waste and the environment

Why we are doing it?

We all use public spaces every time we leave home. These include the footpaths and streets we walk or drive along each day, the parks our children play in and the outdoor areas we go to exercise or relax in. Many of our daily decisions and activities are influenced by our perceptions of the quality and cleanliness of the public areas we encounter. The importance of clean, green and blue (our rivers, canals, loughs etc.) spaces, parks, cannot be underestimated. Many benefits derive from a pleasant environment. The following are seen as particularly valuable and complement some of the wider aims of the Council and link to some of or other areas of work.

Good quality parks and attractive open space contribute economic benefits to towns and villages. As Mid Ulster competes with others to attract growth, tourism and inward investment a clean, green and pleasant environment plays an important role in marketing the District as a place to live in, move to and visit. Businesses are drawn to places with good quality environment as this in turn attracts customers, employees and services into the local area. In addition well maintained towns and villages has a positive impact on commercial and domestic property values.

Regionally and locally increases in obesity, are linked to more sedentary lifestyles including lower levels of outdoor activity. Patterns of exercise in adults are set early in life, so obesity and inactivity in childhood can led to poor health in later years. Good quality public open space is required to encourage healthier lifestyles by providing opportunities for walking, cycling and other outdoor pursuits, as well as being beneficial to mental well-being. Clean and well maintained play areas, parks and open space provide important beneficial opportunities for children to learn and develop (their social and emotional development) and stay healthy

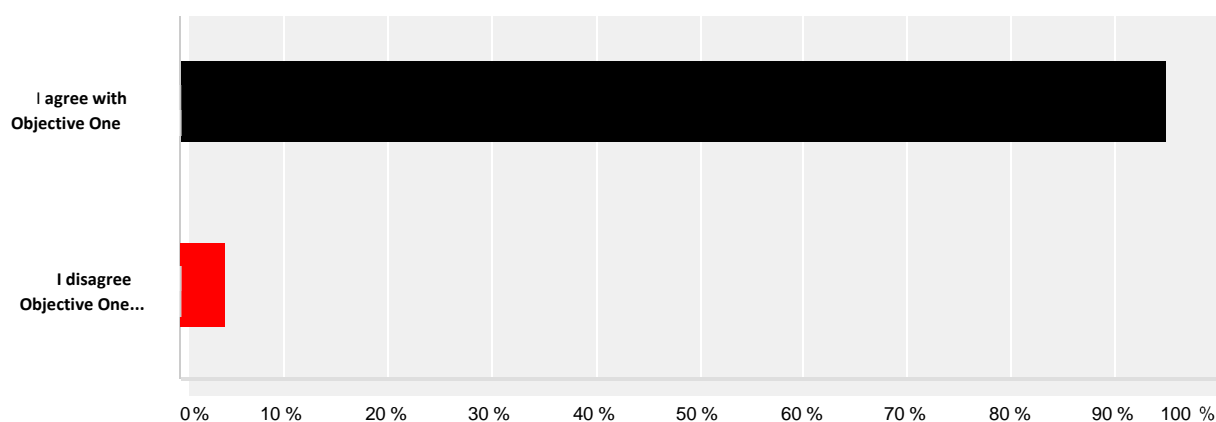
Clean neighbourhoods engender social pride, add vibrancy, reduce crime and anti-social behaviour all of which are essential to the development of strong prosperous neighbourhoods. Anti-social behaviour can be seen through dog fouling, littering, abandoning vehicles, graffiti, and fly tipping etc. We are very much aware that many of our clean and green services are demand led, whilst much of this demand is inevitable, it is also clear some of it is avoidable. We want to be clear about our service promises, standards, and the response times we aim to achieve to ensure our communities understand what levels of service they can expect. On its own the Council cannot deliver a cleaner and greener environment for residents. We want to work collaboratively, with residents, communities, visitors and businesses and through active citizenship we hope to see reduced demands on our services and more residents taking greater pride in and ownership of their local environment. This is more necessary then ever as overall public sector expenditure reduces at an unprecedented rate.

Improvement Objective Three:

To create cleaner neighbourhoods, where everyone takes responsibility for their waste and the environment.

Number of Consultees agreed with objective one	47	94 %
Number of Consultees disagreed with objective one	3	6 %

Answered: 50 Skipped: 0



Objective Three	
Consultee Commentary: - There were 22 responses in total	
Hard Copy	
	NONE
Electronic	
# 1	Included in "their waste" is dog fouling
# 2	More blue bin collection rather than black bin. Black bin should be monthly
# 5	More enforcements for those littering
# 6	We should be more committee with our community and working on composting our waste more, using allotments and shopping locally. Business who have a green attitude should be rewarded and encouraged.
# 7	We have a problem with people throwing trash out of car windows onto the country lanes. A big problem.
# 8	Does this mean council can wash their hands of fly tipping rubbish collection I think most people are taking responsibility for waste
# 9	However 'where everyone takes responsibility for their waste' sounds like the council relinquishing responsibility and we continue to pay ever increasing rates.
# 10	How are people being encouraged to be involved?

# 12	Having worked in and around different parts of the Province, unkept streets with litter is extremely off putting. Litter louts and those who fly tip should face penalties through fines etc., however I am aware that catching the perpetrators is difficult.
# 13	Like many public authorities, is lip service being paid to conservation and enhancing biodiversity? While the council does have lovely parks I'm not sure of the part they play in other valuable landscapes. Yes I agree we all have our part to play in clean neighbourhoods and this is about changing behaviours in all ages so hopefully the Council is working with schools and colleges, voluntary community sectors in relation to curriculum delivery and awareness raising
# 19	I would like to see the Council promote more landscaping and planting and encourage local groups and individuals to keep their own areas clean and tidy. Every road and grass verge is used as a litter bin and the attitude needs to be challenged and reversed. Schools should become involved where children can learn from an early age that it is wrong to throw out litter and that it should be dealt with responsibly.
# 20	The more the public accept responsibility for waste and their environment, the greater the impact that will be delivered by Council in these areas. In addition, if local communities are energised and incentivised to play their part in establishing and maintaining cleaner neighbourhoods, the more affordable and sustainable will be Council's investments in these areas.
# 31	Dog fouling, litter is a problem in my local area therefore I am happy to see this as an objective
# 33	While I agree with this objective I feel that the wording could be amended to explain what we are going to do as a council - how are we going to create cleaner neighbourhoods? I also question whether there is overlap between this objective and objective one.
# 36	Does this not tie in with objective one?
# 38	COVID-19 Lock down: Impact of mandatory lock down The lock down has clearly highlighted the social, economic and environmental inequalities within MUDC. Practical solutions and changes in council priorities is needed - objectives three is vital. The need for maintaining, managing and monitoring our spaces, places and public areas is vital. However, the public have an important role to play - we must take responsibility for our own actions, how our actions have an impact on the place we live, work or play. Consideration should be given to specific educational programmes for schools, nursery to secondary on why it is vital we as residents and future generations look after our environment by thinking about how we act - link between our actions and consequences to the provision of public services need to be clearly articulated. Simple messages on MUDC website linking service provision to costs and why bin collections cost £ amount of money * Direct public access to green, natural, open spaces and places within the public realm particularly
# 40	Increasing monitoring/enforcement of relevant legislation

# 42	I don't disagree with the objective per se however I feel this objective would be better combined with objective 1 into an overall environmental themed objective as many of the actions, for example litter and waste, will be similar and overlap (thus avoiding duplication of recording and reporting)
# 45	The objective should be number 1 as surely it helps meet the current number one objective. Helping to minimise waste and increase recycling will help improve the environment and provide us all with a better neighbourhood to live in
# 46	Yes, greater emphasis should be on generating a greater emphasis on civic pride within neighbourhoods/communities to take share ownership in the cleanliness of their localities.
# 48	Highly agree with this one, I live in the countryside BT45 & we have a huge problem with people coming out of the town and dumping their rubbish along the road, not only food wrappers etc. but even paint pots and small business rubbish. Absolute disgusting!
# 50	Fine people for litter, open recycling centres later.

QUESTION 6 -

Do you agree that the proposed Performance Improvement Objectives are appropriate for our district?

Please indicate if you agree or disagree, add comments where applicable

Improvement Objective Four

- 4. We will contribute to the ongoing regeneration of our district by delivering a capital investment programme, enhancing facilities and opportunities for local people.**

Why we are doing it?

Regeneration is a long term process and is delivered through a wide range of projects, programmes, partnerships, initiatives. Since the late 1990s, policymakers have recognised the wider social factors that affect the success of regeneration schemes, but this is even more vital in the current economic climate. Making the most of existing social capital and providing opportunities for local people to be involved in regeneration is a vital part of making the best use of limited resources.

As a Council we support locally developed place based regeneration projects, we continue to invest in Mid Ulster, as well as providing essential services paid by your rates. Our Capital investment programme is our commitment to addressing the economic downturn and making the District a better place to live, work and invest. The programme includes major schemes to boost the economy, create jobs and improve the quality of life for our citizens.

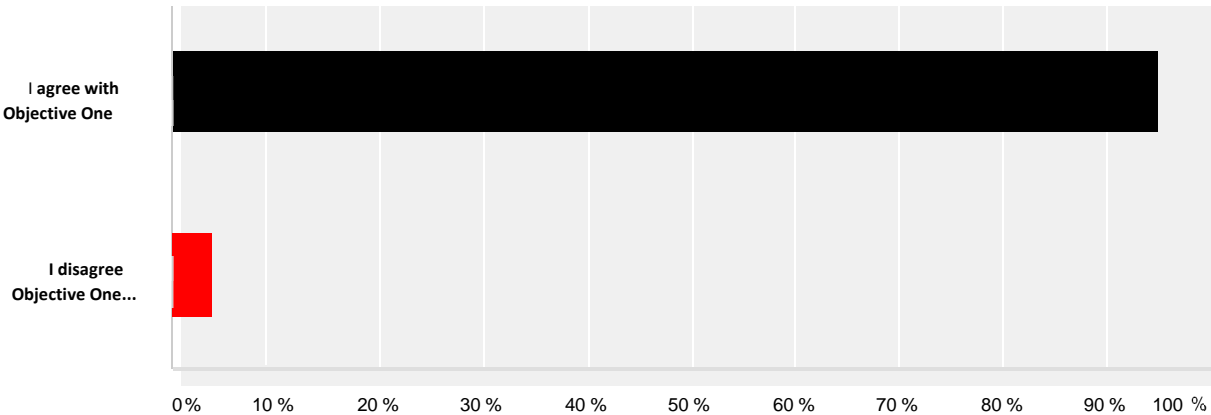
Quality of place matters in economic, social, cultural and emotional terms. A sense of place helps establish strong social infrastructure which supports people to improve their prospects and maximize their potential. We are taking a "Whole District" approach creating places that are attractive, well-designed and well managed. Our approach focuses on tailored solutions for settlements within the District and also business locations. We recognise our major assets as those that have the potential to deliver the greatest impact. Building on and investing in these assets alongside complementary interventions will release the District's potential for growth and connect areas of growth with deprived places in need of generation. By following a planned phased approach across the District we will be able to deliver greater impact for each locality, using the resources available to best effect.

Improvement Objective Four:

We will contribute to the ongoing regeneration of our district by delivering a capital investment programme, enhancing facilities and opportunities for local people

Number of Consultees agreed with objective one	47	94 %
Number of Consultees disagreed with objective one	2	4 %
Number of consultees skipped question	1	2%

Answered: 50 Skipped: 1



Objective Four	
Consultee Commentary: - There were 22 responses in total	
Hard Copy	
	NONE
Electronic	
# 4	Provided any investment contributes to UN Sustainable development
# 5	More public green spaces
# 6	Again as a rural area we should be supporting local people in terms of services
# 7	The town dies at night, we need to provide more provision for people to live above the shop, produce a craft in the shop and sell in the shop. People who own their own shops should be allowed to stay open at night selling records, musical instruments, selling clothes and recycled stuff, repairing bicycles, changing the batteries in electric vehicles, selling coffee etc. up to midnight. The car parks should be free but controlled and a festival spirit should permeate the town in the evenings at least some days of the week. Charging cars takes time and having activities, even sitting down and reading from an

	iPhone or eating an evening meal in town would make the action of charging a vehicle a profitable business for the town and for local people
# 8	I hope roads improvement and bus routes are at forefront. Parks for children and more care and facilities for the elderly of this idea
# 9	Regeneration is necessary. Capital investment is to be welcomed but normal recurrent spend is also required to ensure that shop fronts etc. are maintained and to encourage the use of shops/units in town centres there are too many empty units across the towns and this needs to be looked into. Small enterprises should be encouraged to have central offices/presence rather than additional capital spend on out of town business park settings, as much as possible. Town centre business start-up buildings and also short term rent office space/desk space for those who 'work from home ' and conference facilities/meeting facilities should be provided, particularly where central units are already sitting empty
# 10	As long as local people, and not just community groups, are encouraged and valued in their engagement and not just consulted as part of a tick box exercise
# 12	As we move into uncharted territory with the current coronavirus pandemic, delivering future capital projects will hopefully assist the economy, as a downturn may be on the cards.
# 13	This will assist in hopefully local construction industry jobs and the trickle effect of their supply chains hopefully being local.
# 18	Capital programmes in our towns and villages are very important as we see first-hand the impact it can have on the community. Simple walks and places to spend their leisure time within their own community is very important.
# 19	This can only be done with local buy in, please have a clear understanding of what it is the residents of an area want and do not try to force something on them that is not needed or wanted
# 20	I would suggest that the objective is reworded slightly to "...delivering and affordable capital investment programme..."
# 31	Happy to support this and the use of local companies to be contracted to carry out the work where possible
# 36	MUDC has invested recently in leisure throughout the district for the health and wellbeing of the local community
# 37	Towns are dead and nothing council can do about it blame online shopping
# 38	The provision of appropriate capital investment from the council is one of its key roles and responsibilities. However, the preparation of such potential capital investment and works programmes needs reviewed. There is a lack of clear concise specific measurable, sustainable, achievable, managed monitoring related to said delivery of investment programmes. The local people must be actively engaged from the beginning. A cross-directorate, multidisciplinary team is required when considering any proposed capital investment programmes / projects - physical proposals to enhance facilities need to be clearly backed up by published robust evidence base including established verifiable public need - the question should always be is this in the interest of the local community, the people, the whole? Suggested changes to inter-directorial communication: * Protocol agreed for inter-directorial communication on all capital investment programmes from initial proposal to delivery on the ground, management and monitoring; *Capital Works Projects / Programmes must clearly comply to all required statutory

	and mandatory legal requirements during preparation phase, construction phase and assessment / management and monitoring phase. * Multi-disciplined capital works teams - utilise existing staff expertise including actively engaging with biodiversity officers, environment and conservation teams, community planning team, local development plan team - robustly review, analysis and research any proposal with an adequate associated risk assessment from beginning to end
# 39	Investment is welcome, it is vital to ensure that this is tied in with a robust maintenance programme.
# 40	I agree subject to the ongoing running costs for staffing/heating being low or self-funding!
# 44	Money wasted on redoing things e.g. Dungannon Town Centre which is now a mess, planning department should be held to account for wasting taxpayer's money. Planning departments need to look ahead as "regeneration" schemes should not need to be done every few years
# 45	Yes but no more white elephants! Public/private partnerships should be explored. How about some capital investment for businesses. Develop world class business parks and attract jobs to the area!
# 46	Yes, in the context of the coronavirus outbreak the Council should be looking at a capital programme of projects and activities that will help the local economy when social distancing measures begin to be lifted by the government – and be phased to start at different intervals throughout your plan timeline
# 48	As someone who plans on starting their own business in the Mid Ulster area, this sounds like a positive step, in getting more people to visit our districts, and making more of an impact within the towns.

QUESTION 7.

Please outline any improvements that you feel could be made by Mid Ulster Council in the future

Comments: - There were 17 responses in total	
Hard Copy	
	NONE
Electronic	
# 2	Better broadband and mobile coverage across regions – especially rural and semi-rural. Invest in fibre like Belfast has done with its full fibre networks.
# 4	Encouraging collaboration between business,. Making business and community support programmes more ambitious, more innovative, more flexible, less red tape...They are so unwieldy and over managed they lose all impact by the time they hit the ground. Involving young people in policy, find better ways to engage them using tech or events. More attention to natural resources, rivers, woodlands, etc. support landowners to increase access to biodiversity. Support farms to grow more local produce and people to buy it...Look at food assembly model, Honesty Trailer scheme etc. Model farms to

	demonstrate how farmers can transition away from just growing grass for animals. Get serious about the climate change, support businesses to make improvements, ban single use plastics in all Council venues, meat free Monday scheme in all Council venues, encourage this in schools, cafes restaurants.
# 5	Resident's lead improvements. Up to date projects. More focus on the environment. Teach your own staff about plastic and install mixed bins on your premises. More grants for environmental projects.
# 6	Embracing sustainable and eco-friendly policies. Promoting circular economy
# 7	The Council should refuse planning permission for houses that do not have provision for: 1. Off street electric charging 2. Domestic Roof solar panels primarily for hot water. The building standards in Magherafelt are some of the lowest in the world. In this day and age it is incomprehensible that builders are allowed to throw up structures that cost 250 thousand pounds and REQUIRE heating with fossil fuels. My passive solar house was built to my own design in 1995 and could be improved. It features what should be absolute minimum building standard for all new buildings in order to prevent fuel poverty in the district when fossil fuels are banned as the generation of Greta mature in 10 years. This includes 450mm insulation in the roof and the ground floor, 300mm of insulation in the walls, a sealed construction, an air to air heat exchanger, a south facing aspect for the main part of the roof. Solar panels for hot water fitted, provision of PV. Provision for Powerwall battery storage (you are paid to store electricity surpluses which can be used to run the house). Triple glazing equivalent glass fenestration. The exhaust air high in CO2 fed to a greenhouse for growing plants in a growth accelerating atmosphere. Provision for growing food in the garden or under artificial lights from the battery system in the shed.
# 8	I think I have made a few in the answers above and would love for some of them to be addressed.
# 9	As above
# 10	The above are mostly worthy aims. Objectives are specific and measureable. More openness and transparency in, not just the decision making process, but the development of many of these aims, with the communities being authentically front and centre
# 11	I have disagreed with all the objectives as I feel there is crossover between objective 1 and 3. I also feel that 2 and 4 could be combined. Increasingly "opportunities for people" are intrinsically linked to how connected they are. I believe that there should be one objective related to the environment (internal practices and how we promote the issue among citizens. 1 objective related to improving opportunities for local people including communication.
# 12	It is difficult to get through to the right Council department sometimes, is it an idea to use a service that is streamlined at the start when customers phone so that they can go directly to the department by pressing a number etc. like in the private sector?
# 13	Your initial contact points by telephone and finding the right person need re-visiting
# 36	Support and investment in local businesses given the economic crisis the District will be following Covid 19 Pandemic
# 38	* Consider a corporate management, maintenance and monitoring action plan, with deliverable annual SMART outcome focused results for council owned

	buildings, open spaces, parks, gardens, graveyards and public realm spaces: linked back to environmental objectives, social objectives and economic objectives. Monitoring could highlight specific problems of localised vandalism, costed out, emphasising the need for the public to take an active role and responsibility - i.e. it costed the council £ to maintain location for 12 months, key recurring issues = recurring costs = costs to resident / constituent in terms of rates etc. * Consider connectivity strategy focused on pedestrian/cycling access and connectivity (people first access not car first). Consider an audit on Pedestrian / Cycling accessibility within Cookstown, Dungannon and Magherafelt (initially); map out existing footpaths, cycling routes, pedestrian inter-connections within residential areas, between residential areas and access to the town centre / primary retail core / public health services / educational services / public realm spaces / public parks / leisure facilities / greenways / recreational activities / nature. How are the existing pedestrian and cycling infrastructure(s) used now, how could they be utilised better and where or what are the roadblocks
# 39	Improved maintenance of existing facilities
# 44	Better broadband. More facilities for rubbish in towns.
# 45	Stop duplication of services throughout the district. Still runs like three Councils in some areas! Ask planners to engage better with residents instead of sitting in their ivory tower and imposing stupid restrictions on applicants. Also get them to prioritise planning which will improve the district i.e. jobs! Stop wasting money on a silly business start-up scheme which gives a pathetic business plan and is more about ticking boxes than helping businesses. This money could be better spent in grant form. On another note the leisure centre facilities are being abused by the public and staff do not appear to care. People walk in through barriers and no one checks if they are members or if they need to pay? This only leads to an increase in our rates!
# 50	Area needs better broadband connections and in town WIFI. Magherafelt is embarrassing. Davagh Forest trails need upgrade and investment.

QUESTION 8

Please use the following space to provide any further comments relating to the draft Corporate Improvement objectives

Comments: - There were 8 responses	
Hard Copy	
#	NONE
Electronic	
# 2	Good idea. Can you share the output on the web-site when finished
# 7	There is much to be done by way of education in the Town and perhaps this is where the Council should start. You have examples of good practice and building but they are disconnected and with no long term plan. This needs not

	a top down approach but a community involvement and an organic growth of these and other ideas from the users of the services
# 9	The Council should also ensure that it provides opportunities for young people to gain work experience with it through work experience and apprenticeship programmes
# 10	The language of Council needs to be more accessible to citizens. Engagement is often discouraged due to the overtly bureaucratic descriptions of processes and policy. More checks and balances in decision making.
# 11	I also believe there should be an objective related to how the council can innovate, create efficiencies, modernise and promote new ways of working – Then link this to promoting innovative business in Mid Ulster including partnering with Invest NI who are currently failing the area
# 12	Some of the improvements are by their definition interconnected, so hopefully the activities associated with the objectives reflect this
# 29	I feel that is a gap – addressing mental well-being for people within our district.. Apart from that, it looks good and encouraging, thanks.
# 42	Given the current health crisis/pandemic at least one of the objectives should focus on the implications and plans for recovery

Minutes of Meeting of Policy and Resources Committee of Mid Ulster District Council held on Thursday 5 March 2020 in the Council Offices, Burn Road, Cookstown

Members Present

Councillor Molloy, Chair

Councillors Buchanan, Colvin, Doris, Gildernew, Hughes, McFlynn, S McGuigan, McKinney, McLean, S McPeake, Totten

Officers in Attendance

Mrs Canavan, Director of Organisational Development
Mr Cassells, Head of Environment and Property
Mr Kelso, Director of Public Health and Infrastructure
Mrs Kerr, Head of Finance
Mr McCreesh, Director of Business and Communities
Ms McNally, Council Solicitor
Ms Mezza, Head of Marketing and Communications
Mr Moffett, Head of Democratic Services
Miss Thompson, Democratic Services Officer

The meeting commenced at 7.00 pm.

PR053/20 Apologies

Councillors Ashton, Elattar, Forde and Quinn, Chief Executive and Director of Finance.

PR054/20 Declaration of Interest

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

PR055/20 Chair's Business

The Chair, Councillor Molloy referred to previous discussions and decision taken to remove wall at Drumcoo as it had become a magnet for anti social behaviour. The Chair advised that the whole wall was erected by Council some 30 years ago but that it has since come to light that a section of the wall belongs to a third party, he stated that he has asked officers to engage with the third party to try to come to a resolution and that a report would be brought back to Committee on the matter.

Matters for Decision

PR056/20 Capital Discretionary Grant Budget

The Director of Business and Communities presented previously circulated report which sought approval for a transfer of budget (£300,000) from reserves to the capital funding for Discretionary Capital projects across Mid Ulster.

In response to question from the Chair, the Director of Business and Communities advised that some of the groups/projects are now in a position to draw down funding.

Proposed by Councillor McLean
Seconded by Councillor McFlynn and

Resolved That it be recommended to Council to agree to the transfer of £300,000 from reserves to Capital Discretionary Grant for the period 2018-2019, 2019-2020.

PR057/20 Corporate Plan 2020-2024: Consultation Outcome

The Head of Marketing and Communications presented previously circulated report which provided detail on the outcome of the public consultation on the Council's draft Corporate Plan 2020-2024 for the Committee's reconsideration following discussion at and decision taken by Council at its February meeting.

The officer stated that a number of issues had been raised at Council, principal among them being that the recommendation relating to the adoption of the plan with amendments and a further action relating to a separate consideration of issues raised by the 'PUL community' in the outworking of the council's Good Relations programme, was not clear.

The Head of Marketing and Communications sought clarification from the Committee, stating it was understood that the Committee's intention was to agree changes to the Corporate Plan based on the outcome of consultation and that this recommendation was not subject on any further discussion on issues raised by the 'PUL community'.

The Chair, Councillor Molloy stated that was how he had interpreted the discussion at February Committee.

Proposed by Councillor S McPeake
Seconded by Councillor S McGuigan and

Resolved That it be recommended to Council to approve the final Corporate Plan 2020-2024 following the consultation exercise, subject to recommendations on the vision, values, themes, priorities, the plan narrative being amended to reflect issues raised and the corporate commitments being retained with some minor amendments to wording.

PR058/20 Amendments to the Scheme of Delegation for Senior Officers to reflect changes in the Senior Staff Structure

The Council Solicitor presented previously circulated report which sought approval to make changes to the Scheme of Delegation resulting from amendments to the staff structure.

Proposed by Councillor McFlynn
Seconded by Councillor Colvin and

Resolved That it be recommended to Council to approve the changes to the Scheme of Delegation for Senior Officers resulting from amendments to the staff structure in accordance with Appendix 1 of the report.

PR059/20 Lease of lands at Pomeroy forest from DAERA/Forest Service – Update

The Council Solicitor presented previously circulated report which provided update on the Department of Agriculture, Environment and Rural Affairs/Forest Service Northern Ireland's legal arrangement with the Council in relation to lands at Pomeroy Forest and to seek approval to the amended terms.

In response to question from Councillor McLean in relation to the increased rental value the Council Solicitor advised that the increase is in keeping with the valuation and that LPS have been engaged throughout the process.

Proposed by Councillor S McGuigan
Seconded by Councillor McFlynn and

Resolved That it be recommended to Council to note and agree the revised terms of the 20 year lease in relation to lands at Pomeroy Forest including those in section 3.3 of report and Appendix A of report, between Department of Agriculture, Environment and Rural Affairs/Forest Service Northern Ireland and Mid Ulster District Council.

PR060/20 Consideration of Corporate Improvement Objectives for 2020-2022

The Head of Democratic Services presented previously circulated report which considered the proposed improvement objectives for 2020/21 and 2021/22 as set in compliance with the Local Government Act (NI) 2014 and timelines for public consultation exercise.

Proposed by Councillor Buchanan
Seconded by Councillor Gildernew and

Resolved That it be recommended to Council to approve the four improvement objectives for 2020-21 to 2021-22 as set out at 2.5 of report and Appendix A of report and to commence consultation on same along with associated timeline as set out at 3.5 of report.

**PR061/20 Report of Recommendations from Working Group:
Representation on Outside Bodies**

The Head of Democratic Services presented previously circulated report which considered the final Recommendations Report emanating from the activity of the Working Group on Council Representation on Outside Bodies together with the report of its meeting held on 6 February 2020.

Councillor S McPeake stated that this had been a complex piece of work and it was good that it had reached a conclusion. Councillor McPeake referred to the report of the Outside Working Group meeting held on 6 February 2020 which was attached at Appendix A to the report and referenced his comment in relation to the filling of positions on Outside Bodies at AGMs and In Term, the Councillor advised that he had stated that ICBAN constitution should be cross community *not* inclusive of all parties as detailed in report and asked that this comment be corrected.

Councillor S McPeake stated that a lot of good work had been done by the working group and that there was a further job of work to do in relation to civic recognition and the convening of a working group to look at the existing policy. Councillor McPeake stated that this working group should be set up as soon as possible and also felt that the DEA meetings will be useful. Councillor McPeake also referred to the establishment of an Arts Facilities Forum and asked that this be brought forward as soon as possible.

Councillor McKinney expressed some disappointment that it will take three years for the recommendations to come into play.

Councillor Colvin referred to the convening of a working group to consider civic recognition and stated that it was important for these awards to have some value to the people receiving them.

The Chair, Councillor Molloy welcomed that introduction of DEA meetings.

Proposed by Councillor S McPeake
Seconded by Councillor Doris and

Resolved That it be recommended to Council to approve the report of the Working Group on Council Representation on Outside Bodies held on Thursday 6 February 2020 as set out at Appendix A of report, subject to the above amendment, and the Report of Recommendations from the Working Group as set out at Appendix B of report.

PR062/20 Response to NILGA Consultation: Council Reform to Date

The Head of Democratic Services presented previously circulated report which considered a draft response to the Northern Ireland Local Government Association (NILGA) consultation on Council Reform to Date – Driving What's to Come.

Proposed by Councillor McLean
Seconded by Councillor S McGuigan and

Resolved That it be recommended to Council to approve the draft response to the Northern Ireland Local Government Association (NILGA) consultation on Council Reform to Date – Driving What’s to Come as set out at Appendix B of report.

PR063/20 Council and Committee Meeting Schedule 2020-2021

The Head of Democratic Services presented previously circulated report which considered the 2020-2021 Committee and Council Meeting Schedule.

Proposed by Councillor McFlynn
Seconded by Councillor Colvin and

Resolved That it be recommended to Council to approve the Council and Committee Meeting Schedule for the period June 2020 to June 2021.

PR064/20 Member Services

No issues.

Matters for Information

PR065/20 Minutes of Policy and Resources Committee held on Thursday 6 February 2020

Members noted Minutes of Policy and Resources Committee held on Thursday 6 February 2020.

PR066/20 Local Government Staff Commission: 2020/21 Contribution

Members noted previously circulated report which provided update on correspondence received from the Local Government Staff Commission (LGSC) on annual contributions payable for 2020-21.

Local Government (NI) Act 2014 – Confidential Business

Proposed by Councillor Doris
Seconded by Councillor McFlynn 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 PR067/20 to PR075/20.

Matters for Decision

PR067/20 Staffing Matters for Decision
PR068/20 Replacement of the Clocking Technology within Mid Ulster District Council Facilities

- PR069/20 Contract for the Collection and Processing of Mixed Dry Recyclates (Blue Bin Contract)
- PR070/20 Land Acquisitions and Disposals

Matters for Information

- PR071/20 Confidential Minutes of Policy and Resources Committee held on Thursday 6 February 2020
- PR072/20 Staff Engagement Survey Results
- PR073/20 Prudential Code for Capital Finance Indicators and Authorised and Operational Borrowing Limits
- PR074/20 Financial Report for 10 months ended 31 January 2020
- PR075/20 Contracts and DAC

PR076/20 Duration of Meeting

The meeting was called for 7 pm and ended at 8.24 pm.

Chair _____

Date _____

Report on	National Association of Councillors: Annual Subscription
Date of Meeting	Thursday 4 th June 2020
Reporting Officer	P Moffett, Head of Democratic Services
Contact Officer	E Forde, Member Support Officer

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

1.0	Purpose of Report
1.1	To update the committee on correspondence received from the National Association of Councillors (NAC) on annual membership/contribution payable for 2020-21.
2.0	Background
2.1	<p>The Council is a member of the National Association of Councillors (NAC) to which it has elected member representation. The current representation extends to 8 elected members of Council:</p> <ul style="list-style-type: none"> • Cllr McFlynn, SDLP • Cllr Cuthbertson, DUP • Cllr Black, DUP • Cllr McKinney, UUP • Cllr Molloy, SF • Cllr O'Neill, SF • Cllr Doris, SF • Cllr Clarke, SF
2.2	<p>The National Association of Councillors Northern Ireland Region was established 25 years ago, after local councillors decided they needed a strong local body as well as belonging to the UK National Association of Councillors. The NAC is the only organisation directly run by councillors and represents elected members across all Councils. The NAC works to lobby on the behalf of Councillors. The Association, for example, notes that it has secured gains in councillors' pay and conditions, as a result of collective action in their common interest. Information on the NAC is accessible from</p> <p>http://www.nationalassociationofcouncillorsni.org.uk/index.htm</p>
2.3	The council has received a request for payment for the incoming 2020-21 membership subscription.
3.0	Main Report
3.1	The Council has received an invoice for payment of the NAC relating to the period 2020-2021 to which it is currently a member council.

4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial: NAC - £3,200 (2020-21). To be met from budgetary provision for 2020-21
	Human: Not applicable
	Risk Management: Not applicable
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications: Not applicable
	Rural Needs Implications: Not applicable
5.0	Recommendation(s)
5.1	That the committee notes requests for payment from the National Association of Councillors for the period 2020-21
6.0	Documents Attached & References
	None

Report on	Marketing & Communications Update
Date of Meeting	4 June 2020
Reporting Officer	Ursula Mezza
Contact Officer	Ursula Mezza

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

1.0	Purpose of Report
1.1	The report provides an update on key areas of recent marketing and communications activity.
2.0	Background
2.1	The Marketing & Communications service works corporately as well as across departments and services, to develop and deliver effective external and internal marketing and communications activity which supports the Council's vision, values and strategic direction.
3.0	Main Report
3.1	The update report records core activity levels and key areas of recent work undertaken by the Marketing and Communications service during the period March and April 2020.
3.2	The service's focus during the period was almost entirely concentrated on communications activity related to the COVID-19 pandemic, moving from immediate, reactive and time-pressured work through a period of greater stability as service delivery and community response mechanisms remained unchanged, allowing a greater degree of planned, proactive and more positive communications' activity.
3.3	The full report at Appendix 1 notes the primacy of digital channels during the period under review, with web traffic and customer information needs shifting to mirror the new external context, and social media channels, notably the Council's Facebook page showing the highest ever levels of reach and engagement.
3.4	Marketing and Communications also led the content planning and delivery for the leisure-related social media channels. Despite the closures of the facilities, analysis indicates that engagement was either maintained, or in the cases of 5 of the 7 centres, increased.

3.5	The service also experienced the highest ever volume of media enquiries, with 32 enquiries managed in the last week of March alone and coordinated responses to a total of 69 in April.
3.6	Internal communications, for elected members and employees, was also prioritised during the period via a system of regular briefs to ensure timeliness and accuracy in presentation of the Council's response to the pandemic.
4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial: N/A
	Human: N/A
	Risk Management: N/A
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications: N/A
	Rural Needs Implications: N/A
5.0	Recommendation(s)
5.1	That the Committee notes the report.
6.0	Documents Attached & References
	Marketing & Communications Update

Policy & Resources Committee – June 2020 Marketing & Communications Update

This update relates to the 2 month period from March 2020 to April 2020.

Summary

- In mid-March, the focus of the marketing and communications service switched almost entirely to managing COVID-19 communications, characterised typically in the early stages by reaction and response to events as they unfolded and then shifting to planned, proactive and positive communications as the situation stabilised.
- Digital platforms were priority communication channels during a fast-moving and continually evolving period.
- Traffic to the Council's web site reflected the radically new external context and new customer information needs, with leisure-related pages dropping dramatically from their traditional position as 'most viewed' and largely accounting also for the drop in the overall page views (from 516,999 to 335,635).

However, core service pages on bins and recycling (36,462 page views in the period) and the dedicated coronavirus suite of pages (9,913 page views), together with staff-specific content, then became the most viewed pages.

- Analysis of corporate social media channels (Facebook and Twitter) show significant levels of reach and engagement, with amplification, applause and conversation rates for the Council's Facebook page at their highest rates to date. In the top 4 Facebook posts alone in March, reach stood at over 180,000 and engagement at almost 50,000.

The metrics serve to demonstrate the Council's position as a trusted source for timely and accurate, if not always welcome, information during a crisis.

- Private messages to Facebook, which almost exclusively related to COVID-19 issues, more than doubled in both March (67) and April (70), when compared to the previous 4 month average (29).
- The service also led content planning and delivery of the leisure Facebook pages, with reach and engagement higher in March and April for 5 of the 7 pages than in the first 2 months of the year.
- The volume of media enquiries managed by the service reached an all-time high, with 32 received in the last week of March alone and a total of 69 responded to in April.
- Internal communications, at both elected member and staff levels, were a priority in the period and 20 briefings were issued in March and April.

COVID-19 Response

From mid-March, the marketing and communications service's focus turned almost exclusively to managing communications as the pandemic was declared and Council services contracted substantially over a 2 to 3 week period.

The Council's role in an emergency or crisis situation, however, spans its function as a direct service provider to also embrace its position as a civic leader and both elements were being balanced during this immediate, reactive crisis period. Given the pace at which the situation evolved, during these weeks demand on the service was consistently high, with time-pressured response times.

Period of Stability

Stability, in the sense that the service delivery and community response mechanisms were unchanged for an extended period, came in mid-April and allowed the service's focus to move from a crisis response to one which was more planned and proactive. At this time, it became possible to begin to shine a spotlight on both the essential work being undertaken by the Council and the innovation being demonstrated by the organisation, particularly from those services which were closed.

Leisure's virtual swimming academy and fitness videos, the online programme of performances and educational/creative activities from Culture and Arts, as well as the webinars, online forums and business resilience from Business and Communities were all among the work promoted in the media and via social media during the this stage of the pandemic.

Essential services were also showcased, beginning with bin collection crews and the many thank you notes and pictures they received, to encompass all those employees, visible and behind the scenes, who continued to deliver during the lockdown.

Stability also allowed the Council's community support measures, from emergency funding to the distribution of food boxes, to be increasingly profiled.

At the same time, the service continued to identify other appropriate opportunities to demonstrate the Council's civic leadership role, from the Chair's support and endorsement of issues to 'clap for carers' to designated days and weeks for mental health and accident prevention. This also included positioning the issues of strategic importance, from the broad impact of the pandemic on the Mid Ulster economy to the specific financial issues faced by the Council.

Recovery

While the period under review relates to March and April, by May communications priorities began also to move towards recovery with the resumption of some services, notably recycling centres, and significant preparatory research and work to inform plans for the recovery of leisure facilities and town centres, as well as for internal purposes.

Internal Communications

Timely internal communications are as critical as external activity, and in the crisis period regular member and staff briefings were the primary method for quickly disseminating updates on emerging issues.

10 elected Member briefings were issued in March and April to ensure, insofar as possible, that all councillors were receiving up-to-date and accurate information on a broad range of issues, building on their own knowledge base and facilitating informed onward communication with their constituents.

The same number of briefings issued to staff, with the emphasis moving back to a normalisation of staff communications via the production of the regular staff newsletter in early May and further printed and digital content in development to support recovery messages. At all stages, while briefs must convey key corporate messages to staff, where possible, communications were personalised to spotlight the people behind the services.

Media Enquiries

Unsurprisingly, the level of media enquiries during March and April was significantly higher than normal.

In March the service managed responses to 50 enquiries, 32 of which came in the last week of the month (23 – 31 March) as the lockdown took hold, and in April 69 enquiries were received and responded to, the highest ever monthly total.

Only March 2019 and April 2019 when the service was managing responses to the Greenvale Hotel tragedy, have reached close to the same volume, when 57 enquires were handled in each month.

Digital Platforms

In a fast-moving environment, the Council's digital platforms were of paramount importance for reflecting changes and updates to services and engaging with customers both with speed and accuracy.

Web Site

From mid-March the development of bespoke, online coronavirus-related content became increasingly important and Mid Ulster was one of the first, if not the first, to create a specific online page to signpost members of the public to those community organisations offering support services.

The service subsequently also developed and continuously updated other signposting content, with a particular focus on avenues for business support, food boxes and food banks and health and well-being.

While traditionally the most visited pages on the web site relate to leisure and bins, in March and April, there was a definitive shift in visitor content focus, with a steep decline in leisure page views, accounting for an overall decline in web site traffic.

However, this change reflects the closure of the leisure facilities and the almost complete loss of traffic to the pages, and shows the visitor focus moving to those pages with bins and recycling information and with coronavirus advice.

1 January – 29 February 2020

Website Page Views	Total Page Views	Unique Page Views
Views	516,999	336, 594
Top 10 Pages visited		
1. /Home Page	88,445	63,512
2. /Leisure	34,120	16,708
3. /Staff Intranet	26,568	17,445
4. /Staff Intranet Apps	16,691	13,640
5. /Bin Collection Calendar	13,507	8,891
6. /Jobs	11,627	6,466
7. /Leisure - Swimming	9,559	5,643
8. /Leisure - Classes - Greenvale LC	7,858	2,954
9. /Leisure - Classes	7,723	4,887
10. /Leisure - Classes - Dungannon LC	7,537	3,629

1 March – 30 April 2020

Website Page Views	Total Page Views	Unique Page Views
Views	335,635	225,766
Top 10 Pages visited		
1. /Home Page	72,793	49,181
2. /Bin Collection Calendar	18,284	12,356
3. /Staff Intranet	14,800	10,090
4. /Staff Intranet Apps	11,384	9,038
5. /Coronavirus Advice & Information	9,913	6,457
6. /Recycling Centres	7,648	4,512
7. /Leisure	7,365	4,037
8. /Bins & Recycling	6,122	4,057
9. /Contact us	4,499	3,005
10. /Bin Collection Day	4,408	3,191

Social Media

The Council's Facebook page has functioned as a key channel during the pandemic and activity was substantially higher in March and April when compared to January and February, as more residents used the page as a source of information. The peak of activity was in March following the contraction of services and the closure of leisure, arts and cultural centres and recycling centres.

As changes stabilised in April, engagement metrics fell slightly but still not anywhere near pre COVID-19 levels. Posting on the account by the service continued apace with activity increasing exponentially month on month in the first four months of 2020.

	January	February	March	April
No. of posts	43	47	75	105
Comments	131	229	469	382
Shares	421	678	1779	1232
Likes	826	975	3335	2972
New Followers	460	629	1021	632
Conversation Rate	3.05	4.87	6.25	3.64
Amplification Rate	9.79	14.43	23.72	11.73
Applause Rate	19.21	20.74	44.47	28.20

Conversation, amplification and applause rates are all over twice as high in March as visitors sought information on and reacted to announcements.

However, of the top five Facebook posts which drew the highest number of comments in March, only one was overwhelmingly positive (the re-purposing of Meadowbank Sports Arena for Bloc Blinds), with much of the conversation in other posts showing negative reactions to closures, particularly with regard to cemeteries and recycling centres.

Nonetheless, the metrics show that, regardless of positive or negative responses to developments which were largely beyond the Council's control, visitors were using the page as a go-to place for information which helps to cement the Council's role as a trusted source for information, particularly in times of crisis or emergency.

Top Five Facebook Posts (1 January – 30 April) Using Engagement Metric

Post	Reach	Engagement	Comments	Shares	Reactions
Bloc Blinds Meadowbank repurposing 31 March	110,607	22,229	191	570	1,727
Cemeteries Closure due to EO Regs 30 March	29,633	11,153	101	148	141
Cemeteries Reopening due to EO directive 24 April	26,031	5,115	102	155	341

Fly-tipping Incidents 2 April	15,393	7,455	59	45	148
OM Opening – 2 months to go 3 Feb	14,652	1,334	40	26	149

Facebook Private Messages

April 2020	April 2020	March 2020	Feb 2020	Jan 2020	Dec 2019	Nov 2019
70	70	67	25	40*	24	28

*In January 2020, private messages spiked as a result of a route change to bin collections.

The Council's Twitter account mirrors the trends observed on Facebook:

	January	February	March	April
No. of posts	69	49	71	91
Comments	18	21	54	46
Shares	138	281	521	367
Likes	429	373	1025	827
New Followers	83	76	144	99
Average Engagement Rate	1.0%	1.4%	1.6%	1.8%
Conversation Rate	0.26	0.43	0.76	0.51
Amplification Rate	2.00	5.73	7.34	4.03
Applause Rate	6.22	7.61	14.44	9.09

Twitter Direct Messages

April 2020	March 2020	Feb 2020	Jan 2020	Dec 2019	Nov 2019
13	7	2	1	2	5

Leisure Facebook Pages

Marketing and Communications has also been leading the content planning and delivery for the leisure-related social media channels.

Despite the closures of the facilities, analysis indicates that engagement has either been maintained, or in the cases of Greenvale and Maghera Leisure Centres, Mid Ulster Sports Arena and Meadowbank Sports Arena, increased.

In addition, prior to the pandemic and the closures, the service had also been involved more directly in developing content and posting on both Cookstown and Dungannon Leisure Centres pages (#MeetTheTeam campaign in Cookstown as part of the work completed by the service to profile the Fitness Suite refurbishment resulted in extremely high engagement figures over the period; the campaign for the reopening of Dungannon Leisure Centre which included posting content as well as responding to a substantial number of online comments) and this is reflected in the high engagement rates from 30 January to 15 March).

	Conversation	Amplification	Applause	Posts	Comments	Shares	Likes
Cookstown LC							
30 Jan – 15 Mar	3.89	4.47	31.08	36	140	161	1119
16 Mar – 30 Apr	3.74	5.44	18.59	39	146	212	725
Dungannon LC							
30 Jan – 15 Mar	6.49	3.97	28.97	39	253	155	1130
16 Mar – 30 Apr	1.84	4.68	10.97	38	70	176	417
Greenvale LC							
30 Jan – 15 Mar	2.36	1.11	10.89	56	132	62	610
16 Mar – 30 Apr	4.92	6.21	23.21	38	187	236	882
Maghera LC							
30 Jan – 15 Mar	0.54	0.46	4.54	28	15	13	127
16 Mar – 30 Apr	1.39	2.61	6.03	36	50	94	217
Mid Ulster Sports Arena							
30 Jan – 15 Mar	0.85	2.04	4.52	27	23	55	122
16 Mar – 30 Apr	0.74	1.59	5.26	27	20	43	142
Meadowbank Sports Arena							
30 Jan – 15 Mar	0.14	0.55	1.05	22	3	12	23
16 Mar – 30 Apr	0.86	1.71	4	28	24	48	112
Moneymore Rec Centre							
30 Jan – 15 Mar	0.11	0.11	0.53	36	4	4	19
16 Mar – 30 Apr	0.062	0.5	1.06	16	1	8	17

Note: for the sake of accurate comparison over time, the evaluated timescale is 46 days pre COVID 19 closure and 46 days post COVID 19 closure.

Core Service Activity Levels

News releases issued in March and April 2020.

Note: news releases are not an end in themselves and are often simply the core script. Further creative content and messaging evolves to suit different audiences and translates into activity across channels.

	No issued	Breakdown by service area:
March 2020	20	COVID-19 9; Economic Development 2; Planning 2; Environment & Property 2; Chair's Business 2; Public Health and Infrastructure 1; Leisure 1; Corporate 1
April 2020	21	COVID-19 9; Public Health and Infrastructure 4; Environment & Property 3; Chair's Business 3; Economic Development 1; Culture and Arts 1

Media Enquiries

	No received	No answered in 4hrs	Fastest response time	Slowest response time	Top Topic(s)
March 2020	50	39	Immediate	9hrs 10mins	COVID-19
April 2020	69	7	19mins	14hrs 13mins	COVID-19

Ursula Mezza
22 May 2020

Report on	Registration of Births, Deaths, Marriages & Civil Partnerships
Date of Meeting	04 June 2020
Reporting Officer	Marissa Canavan, Director of Organisational Development
Contact Officer	Marissa Canavan, Director of Organisational Development

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

1.0	Purpose of Report
1.1	To provide members with an update on provision of Registration services within Mid Ulster District Council.
2.0	Background
	<p>The Registration Offices in Dungannon, Magherafelt and Cookstown continue to provide a service to the public during the current COVID-19 pandemic. Changes to the service were introduced and adapted to ensure staff and members of the public are kept safe and adhere to government guidance.</p> <p>On the 27th March a number of steps were introduced which resulted in the public no longer attending the local registration office. The measures included,</p> <ul style="list-style-type: none"> • the temporary suspension of birth registrations • change in legislation allowing death registrations to be completed without need of a family member to attend the office • suspension of marriages/civil partnerships as per the government guidance • accepting marriage and civil partnership notices by email and post, rather than in person. <p>To minimise the risk of spread of COVID-19 and to protect staff the following items were installed and supplied; Perspex screens, hand sanitiser, gloves, wipes, cleaning spray, paper roll and masks. Staff are allocated to one work station and shared items eg printers, photocopiers are wiped at regular intervals and before each use.</p>
3.0	Main Report
3.1	<p>Birth Registrations</p> <p>We recommenced Birth Registrations on the week commencing the 18th May, and therefore members of the public are now attending the office to complete the registration process. Preparations have been made to follow the guidance below.</p>

- All registrations are by appointment only.

3.2 **Office hours and Appointment system**

Cookstown office

- Appointments will take place in the evening from 5.00 to 8.00, Monday to Thursday.

Magherafelt office

- Appointments will take place in the evening Monday to Thursday 5.00 – 8.00pm.

Dungannon office

- Appointments will be during office hours 9.00 – 5.00 staggered mornings or afternoons most days.
- Public to come into registration via the side glass door beside the registration office, so that they don't come in to the main reception area or meet staff in the corridor outside registration.

3.3 **Change to Processes/Procedures**

To adapt and deliver the service effectively we have had to change our processes and procedures as follows:

Prior to arrival.

- All customers are advised by phone/email/website information to scan/photograph the birth registration form to the office prior to their appointment, this minimises the handling of forms. Birth registration forms are available for download on website.
- Staff remind customers they should not attend when they or a family member are displaying symptoms of COVID-19.
- Customers advised numbers are limited per visit. One to attend when married parents and both parents for joint registrations, children should not attend the office.
- Telephone payments are processed in advance of attending the office by way of online system which has been recently introduced into the Registration offices.
- The appointment time includes an opportunity for the staff members to sanitise/wash hands between customer visits.

Customer Arrival

- The customer will be contacted by telephone and advised to come into the office when Registrar is ready.
- Customers advised sanitiser is available coming into the office, these items are located on entering the building and at each of the offices.

3.4	<ul style="list-style-type: none"> • All doors between reception and registration rooms shall remain open to minimise contact with door handles and to maximise air flow. • Notices are placed on the Registration Office doors to remind customers about social distancing and asking that they sanitise their hands before entering the room. • Cleanable Seats within the office are positioned at a maximum distance from the staff member and with Perspex screen between customer and staff. • Electronic signature pad is located on the customer side of the Perspex screen and wiped down by Registrar between each use. • Door handles are sanitised after each visit. • Open windows where possible to maximise air flow in office spaces. <p>Marriages & Civil Ceremonies</p> <p>Current Marriage guidance for religious ceremonies under the current NI Executive restrictions are as follows</p> <ol style="list-style-type: none"> 1. Indoor: If one of the parties is terminally ill couple may get married in a place of worship with just ten people in attendance, this includes the couple, two witnesses and the religious officiant 2. Outdoors: couple may get married with six people in attendance this includes the couple two witnesses and the religious officiant. The responsibility for deciding on the outside location for a religious marriage lies with the officiant who is carrying out the ceremony <p>At present it is not possible to carry out a civil marriage at an indoor location.</p>
4.0	Other Considerations
4.1	<p>Financial, Human Resources & Risk Implications</p> <p>Financial:</p> <p>Human:</p> <p>Risk Management: Risk Assessment agreed with Health & Safety.</p>
4.2	<p>Screening & Impact Assessments</p> <p>Equality & Good Relations Implications: N/A</p> <p>Rural Needs Implications: N/A</p>
5.0	Recommendation(s)
	N/A
6.0	Documents Attached & References
	N/A

