

<b>Report on</b>	Dual Language Signage
<b>Date of Meeting</b>	13 <sup>th</sup> November 2018
<b>Reporting Officer</b>	William Wilkinson
<b>Contact Officer</b>	William Wilkinson

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

<b>1.0</b>	<b>Purpose of Report</b>
1.1	To advise and update Members of the Dual Language Signage process and progress of Dual Language Survey Requests received to date.
<b>2.0</b>	<b>Background</b>
2.1	Following the adoption of the Street Naming and Dual Language Signage Policy in March 2017, requests have been received on a regular basis with 64 requests received to date.
2.2	<p>The process for Dual Language Signage requests in accordance with the "Street Naming and Dual Language Signage – Section 6.0 : Dual Language Signage Nameplates Policy" (See Appendix 1) as adopted is as follows:</p> <ol style="list-style-type: none"> <li>1. Request received for dual language signage from a resident of a street/road.</li> <li>2. Request is verified, either <ol style="list-style-type: none"> <li>i. Verified using information within our Office i.e. an up-to-date disk from Electoral Office for Northern Ireland (EONI) containing information of residents which is publically available , or</li> <li>ii. Verified by a visit to the local EONI at Newtownabbey by an Officer who will ensure that the resident submitting the request appears on the Full Electoral Register (where no information is included on disk). <i>Dependant on whether the officer has to travel to the EONI in Newtownabbey to enable verification, this process can take 7-10 days to complete.</i></li> </ol> </li> <li>3. An acknowledgement letter is sent to the resident who has submitted the request confirming the survey request has been validated.</li> <li>4. The request is subsequently forwarded to the Environment Committee for approval to proceed to the survey stage. <i>Dependant on the timing of verification of request, the report to the Environment Committee can be 4 to 5 weeks or longer if it coincides with the holiday periods at Christmas or Summer.</i></li> <li>5. Following approval by Council to proceed to survey, details of all residents on the street in question who appear on the Full Electoral Register is collated and checked to ensure all residents receive the relevant correspondence in relation to the request. <i>This process can be time consuming depending on the number of residents whose names do not appear on the public Electoral Register and hence requiring a further visit to the Electoral Office to access the information available on the full register. While at the Electoral Office, the officer is only permitted to take hand written information – photocopies etc. are not permitted. An appointment</i></li> </ol>

*must be made with Electoral Office to enable the relevant information to be gathered and recorded.*

6. Correspondence is then prepared consisting of a cover letter, survey sheet and an addressed envelope to allow the survey to be sent to each resident – depending on the number of residents on a road this may result in 200-300 individual letters being prepared and posted.
7. Correspondence is mailed to all residents as noted on Electoral Register giving 28 days for the return of the completed surveys. Any surveys received after the expiry of the 28 days are treated as invalid.
8. Survey sheets returned and collated and recorded on their receipt into the office. Any surveys received after the expiry of the 28 days are treated as invalid.
9. Following completion of survey, results are accessed and a report forwarded for consideration by Environment Committee and subsequently the Council.
10. Following the decision by Council, the outcome of the survey is updated on the MUDC Website and correspondence issued to residents where requested.

2.3 In relation to the above process, the period of time taken from receipt of request to completion of survey and subsequent approval of the result of survey by Council will be a minimum of 3 months. However, the Street Naming and Dual Language Signage Policy which was approved in March 2017 will be subject to review by March 2019 and there are a number of areas where consideration could be given to streamlining thereby improving the overall efficiency of the process.

### **3.0 Main Report**

3.1 Since the adoption of the Street Naming and Dual Language Signage Policy in March 2017, the Building Control Department has received 64 verified requests for Dual Language Signage which have been agreed by the Environment Committee to proceed to survey.

3.2 The process followed in relation to each request is heavily dependent on input from the Licensing Support Officer.

3.3 It should be noted that to date 54 surveys have been issued with approval by Council given regarding the results of 42 surveys. There are a further 6 surveys which will be considered for approval following this meeting and 6 further requests which are currently being surveyed at present and will be considered for approval in December.

3.4 It is envisaged that the remaining requests awaiting survey of the residents will be completed by 31<sup>st</sup> December 2018.

3.5 See Table 1 below for breakdown of progress on Dual Language Signage requests since the adoption of the Policy in March 2017.

Table 1

<b>Date</b>	<b>Requests Verified</b>	<b>Street Surveys Initiated</b>	<b>Surveys Approved by Council</b>
July 2017	1	1	0
September 2017	3	3	1
October 2017	2	2	0
November 2017	2	2	3
December 2017	18	3	2
January 2018	0	3	0
February 2018	14	3	5
March 2018	3	2	3

	April 2018	2	3	2
	May 2018	6	3	3
	June 2018	2	10	3
	July 2018	1	4	3
	August 2018	0	9	0
	September 2018	7	0	10
	October 2018	3	6	7
	<b>Total</b>	<b>64</b>	<b>54</b>	<b>42</b>
<b>4.0</b>	<b>Other Considerations</b>			
<b>4.1</b>	<b>Financial, Human Resources &amp; Risk Implications</b>			
	Financial: Within Current Resources			
	Human: Within Current Resources			
	Risk Management: None			
<b>4.2</b>	<b>Screening &amp; Impact Assessments</b>			
	Equality & Good Relations Implications: None			
	Rural Needs Implications: None			
<b>5.0</b>	<b>Recommendation(s)</b>			
5.1	It is recommended that the Members note the content of this report.			
<b>6.0</b>	<b>Documents Attached &amp; References</b>			
6.1	Appendix 1 – Street Naming and Dual Language Signage – Section 6.0 : Dual Language Signage Nameplates Policy			