

ARDS AND NORTH DOWN BOROUGH COUNCIL

2 May 2018

Dear Sir/Madam

You are hereby invited to attend a meeting of the Corporate Services Committee of the Ards and North Down Borough Council which will be held in the **Council Chamber, 2 Church Street, Newtownards** on **Tuesday, 8 May 2018** commencing at **7.00pm**.

Tea, coffee and sandwiches will be available from 6.00pm.

Yours faithfully

Stephen Reid
Chief Executive
Ards and North Down Borough Council

A G E N D A

1. Apologies
2. Declarations of Interest
3. Civic Events - Updates (Report attached)
4. GDPR Preparation Update (Report attached)
5. Response to Notice of Motion submitted by Councillor Chambers 13.2.18 (Report attached)
6. Response to Notice of Motion submitted by Councillor McIlveen 12.12.17 (Report attached)
7. Dementia Friendly Communities (Report attached)
8. Award of Charter for Elected Member Development (Report attached)

9. Notices of Motion

9.1 Notice of Motion submitted by Councillor Smith

That this Council opposes all forms of modern slavery and human trafficking and requests officers to develop a Council policy on tackling modern slavery and human trafficking which should consider including following:

- an anti-slavery clause in all future contracts which would permit the Council to terminate contracts as a sanction and require contractors to adopt a whistleblowing policy on suspected modern slavery
- provision of training on modern slavery to the Council's procurement team
- report any suspected cases of modern slavery to the relevant authorities
- reviewing existing contracts to consider potential modern slavery issues.

9.2 Notice of Motion submitted by Councillor Boyle

That this Council calls on the Department for Communities to overhaul current liquor licensing legislation and modernise the current laws so that our hospitality sector can survive, thrive, and in turn boost our local tourism industry and overall economy.

9.3 Notice of Motion submitted by Councillor McIlveen and Councillor Armstrong-Cotter

That this Council recognises that the merger of Ards Borough Council and North Down Borough Council through the Review of Public Administration was done as a means to deliver services more efficiently and to ultimately deliver savings to rate payers in the new Borough; and requests the Chief Executive to establish an efficiency unit with the Finance Department to work across all the Council's departments and provide recommendations as to how better value for money can be delivered for the benefit of the ratepayer. Reports on the progress and recommendations of this unit will be made to the Corporate Committee.

9.4 Notice of Motion submitted by Councillor T Smith and Councillor J Gilmour

This Council notes that between October and December 2017 one third of all people in Northern Ireland who were referred with suspected cancer did not begin their first definitive treatment within 62 days as laid out under Ministerial Targets. In the South Eastern Trust this rises to a shocking 50% of patients.

Therefore, in the absence of a functioning assembly, this Council writes to the Permanent Secretary and Chief Executive of the Department of Health to ask them to outline what steps they will be taking to ensure that those who are diagnosed with, or are suspected of having cancer can receive the treatment they need, when they need it.

This an urgent matter and one of life and death for many people, we as a Council urge the Department to act quickly to address this vital issue.

9.5 Notice of Motion submitted by Alderman Irvine

That this Council writes to Mr Peter May the permanent secretary of the Department for Infrastructure expressing concern about the poor condition of the roads network throughout the borough. We call upon additional resources to be directed by the department to our Council area to deal with the problem.

9.6 Notice of Motion submitted by Alderman Irvine

That this Council expresses deep concern regarding the decision of the National Assembly in South Africa to adopt a motion proposing land expropriation from white farmers without compensation; and call on this Council to write to the both the South African Government to express deep concerns, and to also write to our own Foreign and Commonwealth Office to make representations to the South African Government on this unjustified decision that could potentially harm community relations within the country, damage tourism, and trade within South Africa.

9.7 Notice of Motion submitted by Councillor Muir, Councillor Douglas and Alderman McDowell

That this Council agrees to write to the Department for Infrastructure requesting roll out of Residents Parking Schemes for relevant areas within Holywood, Bangor and Newtownards Town Centres.

ITEMS 10 – 18 *IN CONFIDENCE*****

10. Minutes of the Strategic Policy and Finance Group meeting held on 19 April 2018
11. Report of Corporate Project Portfolio Board Meeting held on 15 March 2018. (Report attached)
12. Update on Notice of Motion to purchase land in Conlig from NI Water for a war memorial (Report attached)
13. Renewal of Licence Agreement North Down Model Railway Society, premises at Central Avenue, Bangor (Report attached)
14. Request from Ulster Bank to extend its licence agreement for Mobile Banking Unit, The Green, Kircubbin (Report attached)
15. Request from Ulster Bank to extend its licence agreement for Mobile Banking Unit, Market House Square, Portaferry (Report attached)
16. Regional Review of Council Chief Executives' Pay and Conditions (Report attached)
17. Pay Negotiations 2018/19 and 2019/20 - Agreement (Report attached)

18. Draft Negotiating and Consultation Forum for Local Government (Report attached)

19. Any Other Notified Business.

Circulated for Information

- (i) Workshops – EA draft Equality Action Plan 2018-22 & Disability Action Plan 2018-22 (Correspondence attached)
- (ii) Land & Property Services – Revaluation of Non Domestic Properties (Correspondence attached)
- (iii) EA Joint Consultative Forum Meeting (Correspondence attached)

MEMBERSHIP OF CORPORATE SERVICES COMMITTEE (14 Members)

Alderman Carson	Councillor Gilmour (Vice-Chairman)
Alderman Gibson	Councillor Hunter
Alderman Girvan (Chairman)	Councillor Kennedy
Alderman Graham	Councillor Muir
Alderman Keery	Councillor McIlveen
Councillor Brooks	Councillor Smart
Councillor Chambers	Councillor Smith

ITEM 3**Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Corporate Services Committee
Date of Meeting	08 May 2018
Responsible Director	Director of Organisational Development and Administration
Responsible Head of Service	Head of Administration
Date of Report	24 April 2018
File Reference	
Legislation	
Section 75 Compliant	Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable <input type="checkbox"/>
Subject	Civic Events - Updates
Attachments	

Following decisions of the Council to host the following events, this report has been compiled to inform or remind members of their dates:-

Civic Reception – NI Commonwealth Games Team (Members living and/or training in the Borough)

It was agreed at the Council Meeting on 25 April 2018 that a Civic Reception be held at Town Hall Arts Centre, Newtownards, on **Tuesday, 15 May 2018**, commencing at 6.30pm with an Open Top Bus Tour.

Annual Civic Awards Ceremony

The third Civic Award Ceremony will be held in Town Hall, The Castle, Bangor on **Thursday, 17 May 2018** at 7.30pm.

Official Opening of Cloughey Sports Facility/Tennis Courts

This facility will be officially opened with the Mayor unveiling a plaque to mark the occasion on **Thursday, 23 May 2018 at 4.00pm**

Veterans' Evening – Veterans' Parade, Beating Retreat Ceremony and Family Entertainment

This event will be held in Conway Square and South Street Car Park, Newtownards, on the **evening of Friday, 15 June 2018**. The Parade marches off at 7.00pm.

Family entertainment commences at 6.00pm. A detailed report has already been agreed by this Committee and ratified by the Council.

Civic Reception/Dinner – Bangor Football Club’s 100th Anniversary

A Civic Dinner will be held to mark the centenary year of Bangor Football Club at The Castle, Bangor on **Thursday, 27 September 2018** at 7.00pm

Centenary of Representation of the People Act

An evening event will be held to mark the centenary of the Representation of the People Act, incorporating a cross party panel debate, as agreed by the Council at its meeting on February 2018. This event is programmed to take place in the Castle, Bangor, on **Thursday, 25 October 2018**. This Centenary will also be marked as part of the programme for the 2018 “It Takes Allsorts” event held for employees and elected members.

RAF 100

Following some difficulties finding a date to mark RAF 100 which was suitable to the RAF, **Thursday 11 and Thursday 18 October 2018** have been identified provisionally as dates for a civic event to mark this centenary year. More details will be provided to the Committee in due course.

“The Battle’s Over – A Nation’s Tribute” – Lighting of Beacons to Commemorate the Armistice

Beacons will be lit at The Castle, Bangor; Scrabo Tower, Newtownards; and Burr Point, Ballyhalbert on **Sunday 11 November 2018 at 7.00pm**

Royal Gun Salute

A Gun Salute with engagement (precise details to be agreed) will be held on **Wednesday, 14 November 2018** to mark the Prince of Wales’ birthday.

Civic Reception - Ards Indoor Hockey Club

No date has yet been agreed for this reception. Discussions are ongoing with the Club.

Invitations either have, or will be issued to members in due course, for those events mentioned above.

Members may also wish to note the following:-

Royal Gun Salute

A “Firing Only” Royal Gun Salute is scheduled to take place on **Saturday, 9 June 2018 at 12 noon** to mark the Queen’s Official birthday. Members are free to spectate at this event and may wish to encourage constituents to do so. (This falls on the same day as the Council’s Sea Bangor event).

“It Takes Allsorts”

While not a Civic Event, this annual event is aimed at raising diversity awareness amongst employees and also elected members. Two sessions have been arranged (with the same programme) on **Thursday, 18 October 2018** (afternoon) at

Unclassified

Londonderry Park pavilion and on **Tuesday, 23 October 2018** (morning) at Donaghadee Community Centre.

RECOMMENDATION

It is recommended that the above be noted and the dates saved.

ITEM 4**Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Corporate Services
Date of Meeting	08 May 2018
Responsible Director	Director of Organisational Development and Administration
Responsible Head of Service	Head of Administration
Date of Report	27 April 2018
File Reference	IM8
Legislation	General Data Protection Regulation & Data Protection Bill 2017
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Not Applicable <input type="checkbox"/>
Subject	GDPR Preparation Update
Attachments	

On 28th May 2018 the Data Protection Act 1998 will be repealed and replaced by the General Data Protection Regulation (GDPR) and a new accompanying Data Protection Act (which has not yet been agreed by Parliament).

Progress has been made across the organisation in preparation for this legislative change, including the appointment of a Data Protection Officer (DPO) who is overseeing and guiding this work.

The DPO has delivered a number of GDPR preparation workshops, which have been attended by representatives of each Council service. These workshops covered those areas of work which will lay the foundation of compliance with the new legislation; the creation and review of Information Asset Registers, review and updating of Privacy Notices and compiling a central register of third party processing and sharing agreements.

To supplement this work, and support those representatives in each service, the DPO will be meeting with each Head of Service, and their Service Unit Managers, to emphasise the importance of these work streams.

In addition to this, the DPO is drafting a new Data Protection Policy (which will be brought to Committee in June 2018) and preparing an organisational training delivery plan.

This plan will include an information and awareness session for Elected Members so that they are aware of operational changes implemented in the policy and to assist, specifically focusing on their Council work, with their own preparations.

RECOMMENDATION

It is recommended that the Council notes this report.

ITEM 5**Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Corporate Services
Date of Meeting	08 May 2018
Responsible Director	Director of Organisational Development and Administration
Responsible Head of Service	Head of Administration
Date of Report	18 April 2018
File Reference	NOM 9
Legislation	
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> If other, please add comment below:
Subject	Responses to Notice of Motion submitted by Councillor Chambers 13.2.18
Attachments	Letter from Department for Infrastructure Letter from PSNI

At the Corporate Services Committee of 13 February 2018 the following Notice of Motion submitted by Councillor Chambers was agreed :

“That this Council calls on the Department for Infrastructure to remove the Orlock Road, Groomsport, from The Roads (Speed Limit) 913) Order (Northern Ireland) 1997 in the interests of road safety and in so doing restores the original 30 mph limit on it

It was further agreed, on the proposal of Alderman Keery, seconded by Councillor Barry, that the Council writes to the PSNI and asks it to come on board in light of the health and safety issues which had been raised.”

The attached responses to this Notice of Motion have been received from the Department for Infrastructure and PSNI.

Unclassified

The Department advises that this issue has arisen following erection of national speed limit repeater signs on Orlock Road and that they are aware of the local concerns. These signs have been erected on roads which are subject to the national speed limit, where a system of street lighting is present.

Orlock Road, Groomsport is included under Item 75 of The Roads (Speed Limit) (No 13) Order (Northern Ireland) 1997. In order to remove Orlock Road from this Order it would be necessary to reduce the existing speed limit, which is national speed limit and not 30mph as suggested.

The Department further advises that an assessment of the route for a change in speed limit, carried out using the Department's current criteria, has indicated that given the limited level of development and the rural nature of the road, a reduction of the existing national speed limit would not be in accordance with current policy. They emphasise that a speed limit designates the maximum permissible speed and that road users should always ensure they drive safely recognising the nature of the road and prevailing weather conditions etc.

The Department apologises that it is unable to accede to the request for the removal of Orlock Road, Groomsport from the Speed Limit Order or reduce the existing limit to 30mph but hope Members can appreciate the need to operate in line with the legislative requirements which has necessitated the erection of the de-restriction signs.

The PSNI advise that road speed limits are determined by the Department but report that during the last three calendar years (between 1 January 2015 and 31 December 2017) there have been no injury road traffic collisions on Orlock Road, Groomsport.

RECOMMENDATION

It is recommended that this report is noted.

Dir CDA.
→ Committee

Keeping People Safe



Chief Executive's Office
18 APR 2018
RECEIVED

Your Ref: ADM18 SR/sa NOM
Our Ref: 2379553

Mr S Reid
Ards and North Down Borough Council
Town hall
The Castle
BANGOR BT20 4BT

Ards and North Down Borough Council
25 APR 2018
RECEIVED

16th April 2018

Dear Mr Reid *Stephen*

Thank you for your letter of 15th March 2018 in relation to the speed limit on the Orlock Road, Groomsport.

Speed limits on our roads are determined by the Department for Infrastructure in accordance with their policy and procedures guide entitled 'Setting Local Speed Limits in Northern Ireland'.

I understand the Permanent Secretary of the Department for Infrastructure has written to you outlining their position on the national speed limit on the Orlock Road, Groomsport.

I can advise that during the last three calendar years (between 1st January 2015 and 31st December 2017) there were no injury road traffic collisions on Orlock Road, Groomsport.

I hope this information is of assistance.

Yours sincerely

Brian Kee
Superintendent
District Commander

Superintendent Brian Kee
District Commander
Ards & North Down
Bangor PSNI Station
1-5 Castle Park Avenue, Bangor, BT20 5BN
Tel: 101
Email: ArdsandNorthDown@psni.pnn.police.uk



Department for

Infrastructure

An Roinn

Bonneagair

www.infrastructure-ni.gov.uk

**From the Permanent Secretary
Peter May**

Stephen Reid
Chief Executive
Ards and North Down Borough Council
Town Hall
Bangor
BT20 4BT
enquiries@ardsandnorthdown.gov.uk

Room 701
Clarence Court
10-18 Adelaide Street
BELFAST
BT2 8GB
Telephone: (028) 9054 1175
Email: peter.may@infrastructure-ni.gov.uk

Your reference: ADM18 SR/sa NOM
Our reference: COR-0124-2018
11 April 2018

Dear Stephen

Thank you for your letter dated 15 March regarding an issue raised at a meeting of the Council requesting the removal of Orlock Road, Groomsport from The Roads (Speed Limit) (No 13) Order (Northern Ireland) 1997 and the restoration of the original 30mph limit. As your correspondence would normally be passed to the Minister, and given the Department does not currently have a Minister in post, I am replying to you on behalf of the Department.

I am advised that this issue has arisen following the erection of national speed limit repeater signs on Orlock Road and am aware of the concern locally when these signs were erected on a number of roads in the Ards and North Down area. I can advise that these signs have been erected, following a review carried out in the North Down and Ards area, on roads, including Orlock Road, Groomsport, which are subject to the national speed limit, where a system of street lighting is present. This review highlighted that a number of repeater signs were missing along rural roads, where de-restriction Orders currently apply and their absence would lead to uncertainty about the speed limit on that road.

Orlock Road, Groomsport is included under Item 75 of The Roads (Speed Limit) (No 13) Order (Northern Ireland) 1997. In order to remove Orlock Road from this Order, it would be necessary to reduce the existing speed limit, which is national speed limit and not 30mph as suggested in your letter. This change in speed limit would need to be done in accordance with the guidelines contained within the Department's policy and procedures guide, entitled 'Setting Local Speed Limits in Northern Ireland'. However, I can advise that an assessment of the route for a change in speed limit, carried out using the Department's current criteria has indicated that given the limited level of development and the rural nature of the road, a reduction of the existing

national speed limit would not be in accordance with current policy. That said, it is always important to recognise that a speed limit designates the maximum permissible speed and that road users should always ensure they drive safely recognising the nature of the road, prevailing weather conditions etc.

I am sorry that the Department is unable to accede to your request for the removal of Orlock Road, Groomsport from the Speed Limit Order or reduce the existing limit to 30mph but I hope you can appreciate the need to operate in line with the legislative requirements which has necessitated the erection of the de-restriction signs.

Yours sincerely

Peter May

PETER MAY

ITEM 6**Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Corporate Services
Date of Meeting	08 May 2018
Responsible Director	Director of Organisational Development and Administration
Responsible Head of Service	Head of Administration
Date of Report	07 March 2018
File Reference	NOM 23
Legislation	
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> If other, please add comment below:
Subject	Response to Notice of Motion submitted by Councillor McIlveen 12.12.17
Attachments	Letter from Dept for Infrastructure

At the Corporate Services Committee of 12 December 2017 the following Notice of Motion submitted by Councillor McIlveen was agreed :

“That this Council recognises the problems being caused to residents by drivers parking their cars in residential areas in the centre of Newtownards in order to avail of public transport and agrees to write to the Department of Infrastructure and Translink requesting that they explore possible sites for a “park and ride” which could ultimately become part of an extended Belfast Rapid Transport – Glider Network. “

The attached response has been received from the Department for Infrastructure advising that they are aware of the growing demand for Park and Ride facilities in Newtownards, especially in light of the reports of the disruption currently being caused by commuters parking in residential areas.

Mr May further advises that the Department and Translink are working together to carry out a study that will appraise sites and develop an outline business case for Park and Ride provision within the Newtownards area. A brief is currently being prepared so that consultants can be employed to carry out the study of the various sites together with an analysis of the local impacts on traffic and the future public transport requirements. The views and support of Ards and North Down Borough Council will be sought once viable options have been identified.

The Department is of the opinion that an extension of the Belfast Rapid Transit system to Newtownards would not be suitable as it is designed as a bespoke urban transportation system. Rather an enhancement of Ulsterbus services serving a new Park and Ride site in Newtownards, which would be able to avail of the dedicated bus lanes between Dundonald and the City Centre, would be a more efficient and effective approach and this proposal will be incorporated within the Park and Ride facility development project.

RECOMMENDATION

It is recommended that this report is noted.



Department for

Infrastructure

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From the Permanent Secretary
Peter May

Chief Executive's Office
16 MAR 2018
RECEIVED

Stephen Reid
Chief Executive
Ards and North Down Borough Council
Town Hall
The Castle
Bangor
BT20 4BT

Room 701
Clarence Court
10-18 Adelaide Street
BELFAST
BT2 8GB
Telephone: (028) 9054 1175
Email: peter.may@infrastructure-ni.gov.uk

Your reference:
Our reference: COR-0087-2018
5 March 2018

Dear Stephen

REQUEST FOR PARK AND RIDE FACILITIES IN NEWTOWNARDS

Thank you for your letter of 9 February regarding the above. As your correspondence would normally be passed to the Minister and given that the Department currently does not have a Minister in post, I am replying on behalf of the Department.

The Department is aware of the growing demand for Park and Ride facilities in Newtownards especially in light of the reports of the disruption currently being caused by commuters parking in residential areas.

I can advise you that the Department and Translink are working together to carry out a study that will appraise potential sites and develop an outline business case for Park and Ride provision within the Newtownards area. A brief is currently being prepared so that consultants can be employed to carry out the study of the various sites together with an analysis of the local impacts on traffic and the future public transport requirements. I can assure you that the views and support of Ards and North Down Council will be sought once viable options have been identified.

The Department is of the opinion that an extension of the Belfast Rapid Transit system to Newtownards would not be suitable as it is designed as a bespoke urban transportation system. The view of the Department is that an enhancement of Ulsterbus services serving a new Park and Ride site in Newtownards, which would be able to avail of the dedicated bus lanes between Dundonald and the City Centre, would be a more efficient and effective approach. This proposal will be incorporated within the above Park and Ride facility development project.

I trust this is helpful.

Yours Sincerely
Peter May

PETER MAY



ITEM 7**Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Corporate Services Committee
Date of Meeting	08 May 2018
Responsible Director	Director of Organisational Development and Administration
Responsible Head of Service	Head of Administration
Date of Report	27 April 2018
File Reference	DIS
Legislation	Section 49A of the Disability Discrimination Act 1995 (DDA 1995) (as amended by Article 5 of the Disability Discrimination (Northern Ireland) Order 2006).
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other <input type="checkbox"/> If other, please add comment below:
Subject	Dementia Friendly Communities
Attachments	

In March 2018, the Council agreed the following motion:-

“That this Council acknowledges and expresses its gratitude for the work that is carried out on a daily basis by carers and healthcare workers across the Borough for those suffering from dementia; notes that in the 2017 data released by NISRA that Ards and North Down Borough Council had the highest number of people in Northern Ireland affected by dementia per 1000 registered patients; believes that this Council has an important role to play in improving the lives of people affected by dementia and their carers and that it can play a positive role in championing people affected by dementia; and hereby resolves:-

- *to ensure the needs of people affected by dementia and their carers are considered in all aspects of the Council’s work,*
- *to appoint a Dementia Champion, and*
- *to work with partners locally and the Alzheimer’s Society, many of who are already working to make towns throughout our Borough dementia-friendly, towards becoming a dementia friendly Borough.”*

The Council prides itself on ensuring there are continual service improvements across its range of services and facilities to both ensure its statutory obligations are met and to actively promote good practice and excellence. This includes consideration of the needs of those with dementia and their carers. The Council has undertaken to deliver a number of initiatives which include:

- A range of employees have received Dementia Awareness Training through the Dementia Friendly initiative and their learning has been mainstreamed into service provision; the Council's frontline employees also received Dementia Awareness training in 2017 which provided an awareness of the needs of our customers and potential customers. Overall this encompassed over 500 hundred employees
- Working with all Community Planning partners to deliver an Age Friendly Borough that will identify and address the needs of residents and visitors as well as those employed within the Borough. This 'wrap around' approach is favoured as it identifies the breadth of needs of all service users and their carers;
- Quiet areas are available at all larger events and employees are aware of the need to identify where time out or a quiet area is appropriate for a customer at any of our facilities or services;
- The Compliance Officer (Equality and Safeguarding) has met and developed close working relationships with Dementia NI, Radius Housing, Alzheimers Society and a number of smaller local representative groups to assist in identifying where service improvements are required;
- The Carers Development Officer from the South Eastern Health and Social Care Trust works and the Compliance Officer (Equality and Safeguarding) have arranged a number of events across the Borough for carers. From 2015 an annual event during Carers week (June) has been supported through funding from the Equality Budget and attendance by one Mental Health Champion and one Diversity Champion. The event this year will be held in Londonderry Park Pavilion on 12 June 2018;
- The Alzheimers Society was invited to attend and present at the Council's Disability Forum in March 2017;
- Signage continues to be improved in larger facilities to assist those with dementia. It includes directional arrows to assist users to enter and exit buildings;
- The DisabledGo website information in relation to the Borough provides clear detailed information, including photographs, for individuals planning to visit facilities and services across the Borough. This has received compliments from users with dementia.

- Information about registering for a JAM card is widely available in Council facilities. The card is used to support those with dementia as well as other needs. This has created awareness amongst employees;
- The Council supports individuals with dementia through the Buddycard Scheme in its Arts and Leisure facilities, where the carer receives free admission to support their family member/friend;
- Waste Services works with families with members with dementia to help them recycle and segregate waste in their home;
- Hollywood has a dementia friendly café and has received Dementia Friendly status through an initiative with Radius Housing;
- Ballymenoch Park has hosted a Dementia Friendly display to raise awareness;
- In November 2015 both of the 'It Takes Allsorts' Diversity events highlighted the challenges of those with Dementia and also the role of a carer;
- Signage for accessible toilets has been introduced across the Borough to identify that "All disabilities are not visible" thus enabling these facilities to be used by individuals and their families where queuing may be difficult. The signage raises awareness of the hidden needs of both carers and their dependents;
- A sensory garden is incorporated into the plans for the replacement leisure complex in Newtownards, which is due to open in December 2018;
- The Ards and North Down Borough Council Disability Forum and Consultative Panel on Equality and Good Relations (Section 75) is attended by carers of those with Dementia.

This is not an exhaustive list but demonstrates Ards and North Down Borough Council's commitment to becoming an Dementia Friendly Borough.

RECOMMENDATION

It is recommended that this report is noted and a Dementia Champion is appointed at the Annual Meeting of Ards and North Down Borough Council on Wednesday 6 June 2018.

ITEM 8**Ards and North Down Borough Council**

Report Classification	Unclassified
Council/Committee	Corporate Services Committee
Date of Meeting	08 May 2018
Responsible Director	Director of Organisational Development and Administration
Responsible Head of Service	Head of Human Resources and Organisational Development
Date of Report	26 April 2018
File Reference	DIR/ADM4
Legislation	N/A
Section 75 Compliant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Not Applicable <input type="checkbox"/>
Subject	Award of Charter for Elected Member Development
Attachments	1. Congratulations Letter 2. Verification Report 3. Minutes of Elected Member Development Steering Group 16 March 2018

Following both an online and panel assessment process in March 2018, the Council was awarded the Charter for Elected Member Development on 20 April 2018. As Members would be aware, in the year leading up to the assessment, the Elected Member Development Steering Group produced a varied development programme with over 30 events. Every effort was made to ensure the programme was tailored to the development needs identified by Members. The following is an extract from the attached Verification Report;

'The programme is flexible and offers councillors the opportunity for interaction, discussion and learning from each other. Councillors noted the high quality of the training provision and professional facilitators who are responsive to the mixed needs of the groups. There was a clear engagement loop with councillors being asked about their preferred learning styles and these being taken into account in the design and delivery of the programme.'

With the aim of continuously improving, work will now commence on Charter Plus, the next level of accreditation for Elected Member Development.

The Elected Member Development Steering Group minutes for 16 March 2018 are attached for information. The next meeting is scheduled for 22 May 2018 when a draft Programme of Development Opportunities for 2018/2019 will be considered, the content being derived from the recent Training Needs Analysis process. There are already two opportunities to attend both Standing Orders and Chairing Skills events as listed below. Calendar and text invitations will be forwarded a month in advance.

Event	Duration	Date	Time
Standing Orders	1 hour	11 June 2018	10 am
Standing Orders	1 hour	11 June 2018	6 pm
Chairing Skills	2 hours	18 June 2018	10 am
Chairing Skills	2 hours	21 June 2018	6 pm

RECOMMENDATION

It is recommended that;

- Members note the achievement of the Charter for Elected Member Development;
- Members select and attend suitable dates in June for both Standing Orders and Chairing Skills development opportunities.

Ards and North Down
Borough Council
The Castle
Town Hall
Bangor
BT20 4BT
Date: 20 April 2018

NORTH WEST CHARTER FOR MEMBER DEVELOPMENT

Dear Wendy and Samantha,

We are writing to let you know that North West Employers Regional Development Committee met on 18 April 2018 to discuss your assessment undertaken on 29 March 2018. We are delighted to say that the Committee had no hesitation in endorsing the recommendation to award the Level 1 Charter for Elected Member Development to Ards and North Down Borough Council.

We know that a lot of effort was put into preparing for the assessment visit, including the online submission of the portfolio of evidence. All the information gathered was considered and an electronic copy of the report is also attached. The report includes particular examples of good practice and continuous improvement.

Continuous improvement is an important part of the Charter Review process and on the assessment day both members and officers put forward their ideas for future improvement. It would be useful for the Member Development Steering Group to discuss these and consider the areas that the council would like to work towards over the next three years.

We know that investing in developing councillors has been a significant part of Ards and North Down Borough Council 's improvement journey and we applaud and celebrate the commitment shown to continue to improve the support to all councillors.

We would particularly like to thank you Samantha for your efforts in organising the evidence and verification visit.

Yours sincerely



Gillian Bishop
North West Employers Chief Executive



Alan Dean
Chair of North West Employers



Derek McCallan
NILGA Chief Executive

Providing a Network of Support, Advice
and Consultancy Services on all People
Matters

CONFIDENTIAL



Ards and North Down Borough Council

NORTH WEST CHARTER FOR COUNCILLOR DEVELOPMENT

LEVEL ONE

VERIFICATION VISIT

ON

29 March 2018

Ards and North Down Borough Council

North West Charter for Councillor Development

Verification Visit

Verification visits to authorities are undertaken by representatives from the NW Regional Development Committee and an officer. On this occasion Councillor Alan Dean, Liverpool City Council and Sharon Senior, North West Employers, conducted the verification visit with Derek McCallan, NILGA and Councillor Niamh Dorris, Mid Ulster Council and observed by Eileen Ford, Mid Ulster Council.

The purpose of the visit was to verify the information submitted by the council in their portfolio presented for assessment for the Charter on councillor development.

The format of the visit was three, forty- five-minute face to face interviews with councillors and officers from the council. Whilst the content of the interviews is confidential, the information gathered has been used to support the submission made by the council.

The following people were seen during the visit:

Councillor Robert Adair	Mayor
Stephen Reid	Chief Executive
Alderman Ian Henry	Member Development Steering Group
Alderman Bill Keery	Member Development Steering Group
Councillor Noelle Robinson	Member Development Steering Group
Wendy Monson	Director of OD and Administration
Samantha Rae	OD Manager
Alderman Deborah Girvan	Randomly Selected Member
Councillor Trevor Cummings	Randomly Selected Member
Councillor Richard Smart	Randomly Selected Member
Councillor Lorna McAlpine	Randomly Selected Member

Thanks to all those above who gave their time so generously on the day.

	ASSESSORS' COMMENTS
<p>1. Having a clear commitment to councillor development</p>	<p>Commitment to councillor development is very evident at all levels in the organisation. From a strategic level, both the Mayor and the Chief Executive are enabling and supporting a culture of learning and recognise the value of investing in development and this was borne out in the conversations with councillors and officers.</p> <p>The council has an established Elected Member Development Steering Group that provides a focus on Member Development. The council acknowledges that the development of its members is critical to the effective operation of council business. The Steering group is representative of the political make-up of the Council and meets monthly. It is very apparent that the Steering Group works in a collaborative way to shape and inform the development programme and is seen as the touchpoint for all councillors.</p> <p>The council is also actively engaged and represented in regional development initiatives, with a Member from the Steering Group sitting on the NILGA Regional Elected Development Working Group.</p> <p>There is a healthy budget of £20,000 allocated for development and dedicated officer resource to support councillors. Details of expenditure from the member training budget are reported on a regular basis to the Steering Group for consideration and to the Corporate Committee.</p> <p>Councillor development is supported by an enthusiastic and motivated Organisational Development Team, with councillors being very complementary about the service provided by the team and valuing the relationships that have developed.</p>
<p>2. Promoting learning and development opportunities</p>	<p>There is a comprehensive induction programme into local government for all new councillors which is supported by an electronic induction guide and a meeting with the Chief Executive. The Steering Group has also been proactive in working with the NILGA Regional Policy and Development Officer to highlight the importance of a regional approach to comprehensive induction following the 2019 local government elections.</p> <p>There is a published calendar of training dates throughout the year with monthly updates being shared with councillors. There is a dedicated mobile number for all training enquiries and councillors were keen to acknowledge the effectiveness of this and the high standard of digital communication from the Organisational Development Team which acts well as a reminder.</p> <p>The Steering Group has developed the idea of an extranet which will be launched in September 2018. It will contain all development</p>

	<p>related information and an online booking system.</p> <p>Attendance at all training events is recorded and all councillors have training records. Statistics on this are reported to the Steering Group and Corporate Committee on a regular basis. This year, 90% of councillors have attended 1 or more event in the current programme and there is a clear ambition to get to 100%. The number of available events has also increased due to a more comprehensive programme being developed, based on Training Needs Analysis and therefore tailored to councillor needs.</p> <p>The programme is flexible and offers councillors the opportunity for interaction, discussion and learning from each other. Councillors noted the high quality of the training provision and professional facilitators who are responsive to the mixed needs of the groups. There was a clear engagement loop with councillors being asked about their preferred learning styles and these being taken into account in the design and delivery of the programme.</p>
<p>3. Having a councillor-led approach to developing learning and development</p>	<p>Initial Training Needs Analysis (TNA) conversations took place in 2016 with an external consultant and 95% of councillors took the opportunity to review their personal development and learning styles. The information from the TNA was used to inform the development programme.</p> <p>At the time of assessment in March 2018, the TNA process was well underway with over 57% of councillors having completed the TNA, this time using internal expertise, with plans to complete the remainder by April.</p> <p>Feedback on these conversations from councillors was very positive, with them acknowledging the flexible, personal and supportive approach. Councillors are also able to see how the development offer ties in well with the council priorities e.g. Community Planning action plans that support councillors as leaders in the local community from a citizenship standpoint.</p> <p>Those councillors interviewed explained how the development had impacted positively on their levels of confidence and their ability to keep abreast with developments in and beyond the council. Councillors also recognised and valued the importance of understanding the needs of others and how this helps build better relationships, both within and outside of the Council Chamber.</p> <p>There was recognition at a strategic level of the impact that development has had - citing increased confidence and capability to challenge issues, more perceptive questions and improved decision-making. It was also noted that there was more maturity across councillors with an equalisation between the newer and more experienced councillors.</p>

<p>4. Having a strategy that includes impact measures within a continuous improvement framework</p>	<p>There is a strong link between Organisational Development and Councillor Development. This means that the Member Learning and Development Strategy reflects and reinforces the approach to learning within the Corporate Plan and Service Plans for both Democratic Services, Human Resources and Organisational Development. The strategy also sets out the changing context of the Council and recognises the challenges of working in uncertainty.</p> <p>To support continuous improvement, the council developed a Member Charter Criteria based RAG (Red, Amber, Green) Status Project Plan which is updated monthly.</p> <p>The council has a robust evaluation approach in place and is looking to further develop this in the future. The current feedback mechanism includes evaluation of each development opportunity and direct contact with Members regarding their level of development before and after the development opportunity.</p> <p>This is fed into Member development evaluation reports which are presented to both the Elected Member Development Steering Group and Corporate Committee. Councillors have also provided testimonials with valuable feedback on events and recommendations on how future events could be improved.</p>
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Continuous Improvement

Although the purpose of the visit was to assess the submission for the Charter, it was also an ideal opportunity to discuss what improvements the council would hope to make within the next three years.

All those interviewed were asked at the end of the interview what improvements they could suggest. They are recorded below to act as a reference point when the Charter is re-assessed in three years.

All the points noted below were agreed with by the assessor team.

- Ensure the development offer prepares councillors to take difficult strategic decisions in the face of uncertainty- providing leadership in a fast-paced, changing world
- Explore the opportunities for councillors to have greater responsibility and capability and contribute to more effective decision-making in full Council
- Increase participation levels from councillors
- Actively horizon scan and consider the key issues that will impact on policy decisions (e.g. Brexit, technology, community plan outcomes, working across boundaries). What development needs will this generate?
- Move beyond the TNA to a Personal Development Plan (PDP) approach that will develop aspirations for the future
- Expand the training for champions and link to the Big Plan
- Develop e-learning/extranet to improve accessibility
- Consider an away day for councillors to focus on the competencies and build relationships
- Introduce visits to other DEA's to build awareness
- Consider succession planning for key councillor development resources to build and widen organisational capacity

Special Mention

The intention of the Charter is to encourage councils to adopt the four key practice points within the standard framework but we hope to encourage and celebrate innovation and excellent practice.

Where we have found “little gems” through the interviews, we will take the opportunity to share these examples and give positive feedback to the council:

- Good evidence of strong political and strategic leadership providing a real sense of clarity around the strategic vision and direction of the organisation and commitment to the role that councillor development has in supporting councillors in their changing roles
- Shared recognition from councillors of their leadership role and the importance of working together as one team
- One point of contact for councillor development is working well in supporting levels of engagement
- Real commitment and passion from Steering Group to meet monthly
- Development is very much councillor-led and future focused
- Great examples of the positive impact that development has had on councillors and the organisation i.e. improved confidence, quality of decision-making and challenge
- Excellent level of support provided by the Organisational Development Team and a comprehensive and thoroughly evidenced approach to development

Assessors' Comments

It is evident that Ards and North Down Borough Council has developed a thorough and flexible approach to councillor development that is clearly making a difference. Councillors feel involved and supported in the process and there is two-way communication in respect of identifying development needs and requesting support.

Recommendation from the Verification Team

Having reviewed all the evidence, it is our view that Ards and North Down Borough Council meets the standards set out in the North West Charter on Councillor Development.

Signed: 

Sharon Senior
North West Employers

Signed: 

Councillor Alan Dean,
Liverpool City Council

Elected Members Development Steering Group

Craig Room, Town Hall, Bangor

Friday 16 March 2018 at 2:00 pm

Present:

Councillor Robert Adair Mayor

Alderman Robert Gibson

Alderman Bill Keery

Councillor Noelle Robinson

Councillor Eddie Thompson

Councillor Richard Smart (from 2:47pm)

Stephen Reid Chief Executive

Wendy Monson Director of Organisational Development & Administration

Amanda Martin Head of Administration

Jeanette Wilson Democratic Services Manager

Samantha Rea Organisational Development Manager

Fiona Douglas NILGA Regional Policy & Development Officer

Suzann Flowers Minutes

Apologies:

Alderman Alan McDowell

Alderman Ian Henry

Councillor John Barry

1. Welcome & Introductions

The Director of Organisational Development and Administration welcomed everyone to the meeting of the Elected Member Development Steering Group.

2. Minutes from Previous Meeting dated 23 February 2018

The Director of Organisational Development and Administration referred to the minutes of the previous meeting and invited comments on same. None were received. Alderman Keery proposed the minutes, Councillor Thompson seconded, and it was agreed that the Minutes be adopted.

3. NILGA Update (Regional Programme and Planning Programme)

The Regional Policy and Development Officer, Fiona Douglas provided an update regarding the NILGA Regional Programme for the period March to June 2018. The Local Government Commissioner for Standards would deliver the Code of Conduct events.

The Local Planning Programme which had been widely anticipated by the Council and the Sector regionally was due to commence on 27 April 2018. The Organisational Development Manager advised that Planning Committee had nominated Councillor Dunne and Councillor Cathcart to undertake this accredited qualification. Both members had confirmed they would be attending.

The Director of Organisational Development and Administration enquired about the cost for these courses and was advised that NILGA courses attracted no cost, other than the upcoming Leadership Programme (out to tender currently). The Regional Policy and Development Officer confirmed that the courses were primarily for Members but if demand was sufficient, consideration could be given to officers also attending.

The Director of Organisational Development and Administration invited comments from Elected Members. Alderman Keery stated that it was a varied and comprehensive programme and gave positive feedback about the recent Code of Conduct event which he had attended.

The Director of Organisational Development and Administration asked whether there would be induction events following the local government election in May 2019. The officer replied that development of induction events would start in January 2019 in time for delivery in May 2019.

4. Evaluation of Member Development September 2017- February 2018

The Organisational Development Manager advised that the number of Member attendances at development events had increased from 55 in the 2016/2017 financial year to 295 in 2017/2018. The average number of Members at LDP Workshops was 12, with the average figure for all events being 6. A comparative analysis also showed an increase from 7 events in the 2016/2017 programme to 30 events in the current year, with 90% of Members attending at least 1 event and 23 Members attending 5 or more events.

The officer further outlined the evaluation of training at both the Reaction and Learning levels, with both categories demonstrating positive feedback for events in the annual Programme. Reshaping of events had taken place when necessary with direct input from the Steering Group.

Councillors Robinson and Thompson both expressed thanks for tailored training needs which they had both found very helpful. The Director of Organisational Development and Administration acknowledged that feedback had been recorded and reacted to as necessary, for example, changing scheduled timings and content.

5. Effectively Engaging All Members in the Charter

- Engaging Members who have yet to Avail of Development Opportunities

The Organisational Development Manager advised that there were just 5 Members who had not engaged with the current Development Programme. The officer outlined that communication with them had indicated understandable barriers preventing attendance in some cases eg working full-time and caring responsibilities. These points would be taken into account for the next programme.

- Training Needs Analysis (TNA) – List of Requests to Date

The Organisational Development Manager reported that to date 31 Members had participated in TNA. A fuller report would be brought to the next meeting but it was notable that all Members felt that 2 hour events were preferable to 3 hour events. The officer gave a brief outline of the most requested content for the new programme as follows;

Content for New Programme	No. of Member Requests
Understanding Finance/Council Budgets	17
Code of Conduct	12
Mentor Opportunities	10
Overview of Council Services	13

The Chief Executive stated that an overview event of Council services could be accommodated. This would also provide the opportunity to update corporate information eg organisational structure and a list of contacts with photographs. Alderman Keery asked what level of officer would be available, to which the Chief Executive replied Corporate Leadership Team and Heads of Service. All agreed that a summary on roles and responsibilities as well as a list of 'go-to' individuals for specific issues would be very useful.

The Director of Organisational Development and Administration advised that the new Member Extranet would also hold this information as well as all Member Development information.

Councillor Adair asked who was now responsible for 24 hour emergency cover, to which the Director of Organisational Development and Administration replied that a new contract would come into operation on 01 April 2018. Duty Director emergency contact details would also be made available on the new Member extranet.

6. Feedback on Events since Last Steering Group

The Organisational Development Manager provided feedback on the Communications Master Class on 27 February 2018. A discussion took place about the level of attendance; 6 Elected Members had attended and reported feedback was positive.

7. March and April Development Opportunities

The Organisational Development Manager outlined the following development opportunities:

- Performance Improvement Master Class 15 Mar 10.00-12 noon
- Time Management Mastery 22 Mar 9.30 am
- Communications Master Class 22 Mar 11.00- 2.00 pm
- Public Utilities; Energy and Minerals (Local Dev. Plan) 20 Mar 5.30-7.30 pm
- Environmental Resilience; Coast and Flooding (Local Dev. Plan) 21 Mar 5.30-7.30 pm
- Code of Conduct Refresher (NILGA) 27 Mar 5.30-7.30 pm
- Workshop on Equality and Good Relations from a Best Practice Perspective 30 April 6.00-8.00 pm

Both Alderman Carson and Councillor Thompson expressed how they had enjoyed the Performance Improvement Master Class as it was a relaxed and well-informed workshop.

Some discussion took place about whether to go ahead with the second Communications Master Class on 22 March 2018 due to low uptake, but on balance all agreed the event was beneficial and should proceed as planned.

The Organisational Development Manager advised that the Planning Service would be shortly be reporting to the Planning Committee in order to agree an events schedule for the 2018/2019 Development Programme.

8. NI Member Charter Assessment on 29 March 2018, Craig Room

- Viewing of North West Employers Online Evidence Portal

The Organisational Development Manager took the Steering Group through the NI Member Charter Assessment online evidence portal, explaining that it was an excellent tool which enabled a great deal of information to be stored electronically for viewing by the assessors prior to assessment.

- Briefing Note for Assessment and Schedule

The Organisational Development Manager distributed briefing folders to Elected Members and senior officers as reference guides for the Assessment on 29 March 2018 and provided a briefing on the contents thereof.

The Director of Organisational Development and Administration outlined the structure of groupings for the assessment. There were 3 groups and each would be assessed separately, with each session lasting no longer than 45 minutes.

The Chief Executive enquired regarding the structure of the assessments and whether the first would involve more strategic questioning. The Organisation Development Manager agreed that this was likely, explaining that group 2 would be around how Members evaluated events which had been attended and group 3 being structured questions in line with the defined assessment criteria.

9. Next Steps: Finalising the New Programme for 2018/2019

The Organisational Development Manager explained that the next stage after the assessment involved compiling the 2018/2019 programme following a more detailed briefing to the Steering Group at the May meeting.

10. AOB

The Chief Executive enquired when outcome of the assessment would be notified to the Council, to which the Organisational Development Manager confirmed that this would be after the North West Employers' Regional Committee meeting on 18 April 2018.

Alderman Keery raised a recurring issue of difficulties in accepting calendar invitations. He was aware that this not only affected his own IPAD, but that of other Members as well. Whilst efforts had been made to address the problem, it still persisted. The Director of Organisational Development and Administration advised that the issue would be passed to the Head of Service for Performance Improvement and an update provided at the next meeting.

It was agreed that the date of the next meeting would be scheduled after the outcome of the assessment was made known.

The meeting terminated at 3:04 pm.