

**CORPORATE POLICY AND RESOURCES COMMITTEE MEETING
TUESDAY 24 OCTOBER 2023**

No	Item	Summary of Key Recommendations
1.	Apologies	<i>Alderman Boyle Councillor Jonathan McAuley Councillor Storey Councillor Wallace</i>
2.	Declarations of Interest	<i>None</i>
3.	Minutes of Corporate Policy and Resources Committee Meeting held 26 September 2023	<i>Confirmed as a correct record</i>
4.	Model Complaints Handling Procedure	<i>To recommend that Council adopts the attached Causeway Coast and Glens Borough Council Complaints Handling Procedure</i>
5.	Timetable of Council, Committee and Sub Committee meetings	<i>To recommend that Council approves the Timetable of Meetings Schedule January 2024-March 2024 inclusive, as detailed in Appendix 1</i>
6.	Council Constitution update	<i>To recommend to Council approval of the proposed amendments to the Council Constitution as outlined in item 2.1</i>
7.	Elected Member Development Working Group	<i>Noted</i>
8.	Annual Report of the Performance of the Planning Department	<i>Noted</i>
9.	Conference	
(i)	NILGA – Civil Contingencies/ Emergency Planning	<i>Noted</i>

(ii)	NILGA – Employment Issues, Recruitment / Selection and Negotiation with Trade Unions	Noted
(iii)	NILGA – Mental Health and Wellbeing Training for Councillors	Noted
(iv)	NILGA – Empowering Women / NI Councillors	Noted
(v)	NILGA – Economic Development and the Role of Councillors	Noted
10.	Correspondence	
(i)	Analysis, Statistics and Research Branch, Northern Ireland Statistics and Research Agency (NISRA), dated 12 October 2023	Noted
11.	Consultations	None
12.	Matters for Reporting to the Partnership Panel	None
	<i>'In Committee' (Items 13-14 inclusive)</i>	
13.	Corporate Services Management Accounts Month 5	Noted
14.	Minutes of the Land and Property Sub Committee meeting held Wednesday 4 October 2023	
(i)	Approval of Adoption of the Minutes	<i>To recommend that Council adopt the Minutes of the Land and Property Sub Committee meeting held Wednesday 4 October 2023 and recommendations therein approved</i>
15.	Any Other Relevant Business (notified in accordance with Standing Order 12(o))	None

**MINUTES OF THE PROCEEDINGS OF THE MEETING OF THE
CORPORATE POLICY & RESOURCES COMMITTEE
HELD IN THE COUNCIL CHAMBER, CIVIC HEADQUARTERS,
AND VIA VIDEO-CONFERENCE ON
TUESDAY 24 OCTOBER 2023 AT 7.10PM**

- In the Chair:** Councillor Nicholl (C)
- Present:** Alderman Coyle (C), Fielding (C), Knight-McQuillan (C)
Councillor C Archibald (C), Huggins (C), Kyle (C),
McCully (R), McShane (R), Peacock (R), Watton (C)
- Officers Present:** M Quinn, Director of Corporate Services (C)
A McPeake, Director of Environmental Services (C)

U Harper, Committee and Member Services Officer (C)
- In Attendance:** A Lennox, Mobile Operations Officer (C)
C Thompson, ICT Officer (C)

Press 1 no. (R)
- Key:** (C) Attended in the Chamber
(R) Attended Remotely
- Substitutions:** Councillor Kyle substituted for Councillor Jonathan
McAuley.

The Director of Environmental Services undertook a roll call.

- * **Due to issues with the remote meeting facilities, the start of the meeting was delayed until 7.10pm.**

The Chair advised Committee of its obligations and protocol whilst the meeting was being audio recorded, and with the remote meetings protocol.

1. APOLOGIES

Apologies were recorded for Alderman Boyle, Councillor Storey, Councillor Jonathan McAuley and Councillor Wallace.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

**3. MINUTES OF CORPORATE POLICY AND RESOURCES COMMITTEE
MEETING HELD TUESDAY 26 SEPTEMBER 2023**

AGREED – to recommend that the Minutes of the Corporate Policy and Resources Committee meeting held Tuesday 26 September 2023 are confirmed as a correct record.

4. MODEL COMPLAINTS HANDLING PROCEDURE

Report, previously circulated, was presented by the Director of Corporate Services.

Purpose of Report

The purpose of the report is to present the Council's Complaints Handling Procedure for approval.

In September 2023 the Council agreed to adopt the NIPSO (Northern Ireland Public Services Ombudsman) Model Complaints Handling Procedure (MCHP) for the Local Government sector. This is important to ensure that Council meets NIPSO's MCHP test of compliance.

The purpose of the MCHP is to provide a standardised approach to dealing with customer complaints across the public sector in NI. In particular the aim is to implement a standardised consistent process for customers to follow which makes it simpler to complain, ensures staff and customer confidence in complaints handling and encourages public bodies to make the best use of lessons learned from complaints.

Council's Complaints Handling Procedure (CHP)

The MCHP has now been adapted to reflect the Council's local processes. Appendices 1 – 3 contain the Causeway Coast and Glens Council Complaints Handling Procedure.

Appendix 1 - CCGBC CHP Part 1 Procedure

Appendix 2 – CCGBC CHP Part 2 Organisational Guide

Appendix 3 – CCGBC CHP Part 3 Guide for Complainants

The new Complaints Handling Procedure will come into effect on 1st January 2024.

Training

Training is currently being developed for all employees who routinely handle or investigate complaints. A shorter version of the training will also be provided to all staff to ensure that when complaints, comments, compliments and service requests are received they are recorded and actioned in accordance with the Complaints Handling Procedure.

Recommendation

It is recommended that Council adopts the attached Causeway Coast and Glens Borough Council Complaints Handling Procedure.

Proposed by Alderman Coyle
Seconded by Councillor Kyle and

AGREED – to recommend that Council adopts the attached Causeway Coast and Glens Borough Council Complaints Handling Procedure.

5. TIMETABLE OF COUNCIL, COMMITTEE AND SUB COMMITTEE MEETINGS

Report, previously circulated, was presented by the Director of Corporate Services.

Purpose of Report

The purpose of the report is to present the Schedule of Council, Committee and Sub Committee Meetings January 2024-March 2024 inclusive, for Council decision (Appendix 1).

Background

The day and frequency of Council, Committee and Sub Committee meetings each month previously agreed, is presented as follows:

- Council Meeting – 1st Tuesday at 7pm;¹
- Land and Property Sub Committee – 1st Wednesday at 7pm;
- Environmental Service Committee – 2nd Tuesday at 7pm;
- Audit Committee - Quarterly on 2nd Wednesday at 7pm;²
- Finance Committee – 2nd Thursday at 7pm;
- Leisure and Development Committee – 3rd Tuesday at 7pm;
- Corporate Policy and Resources Committee – 4th Tuesday at 7pm;
- Planning Committee (with full Council powers) – 4th Wednesday at 10.30am;

Proposed Schedule of Council and Committee Meetings January 2024 – March 2024 inclusive

The proposed Timetable of Meetings Schedule has been presented taking into account key public holiday periods. Rescheduled meeting dates have been presented throughout for Council decision, where appropriate.

Attention is drawn to the proposed scheduling for **January 2024**, where owing to the public holiday recess, it is proposed each meeting that falls on a Tuesday is moved back one week, including the Land and Property Sub Committee. An illustration of the proposed rotation has been presented.

Previous decisions of Council

At its Council meeting held 3 October 2023, Council approved the process and timetable for setting the annual budget, the Rates Strike Council Meeting will be on Thursday 8 February 2024 at 7pm and Wednesday 14 February 2024 at 7pm, has been held in case of any adjournment.

Recommendation

It is recommended that Corporate Policy and Resources Committee consider the Timetable of Meetings Schedule January 2024-March 2024 inclusive, attached as Appendix 1 (previously circulated).

Proposed by Councillor C Archibald
Seconded by Alderman Knight-McQuillan and

AGREED – to recommend that Council approves the Timetable of Meetings Schedule January 2024-March 2024 inclusive, as detailed in Appendix 1 (previously circulated).

6. COUNCIL CONSTITUTION UPDATE

Report, previously circulated, was presented by the Director of Corporate Services.

Purpose of Report

A Council is required, under section 2 of the Local Government Act (Northern Ireland) 2014, to prepare and keep up-to-date a Constitution.

Causeway Coast and Glens Borough Council agreed their new Constitution in October 2015. This governs how the Council operates, how decisions are made, and the procedures which are to be followed to ensure efficiency, transparency and accountability to local people. Some of these processes are required by the law, while others are a matter for the Council to choose.

The Council's Constitution is divided into sixteen Articles which set out the basic rules governing the Council's business. More detailed procedures and codes of practice are provided in separate Rules and Protocols at the end of the document.

Proposed Amendments to Council Constitution

Please see below proposed amendments to the Council Constitution:

Item	Proposed Amendment
Part 2 - Responsibility for Functions	Annex 2 – revised Terms of Reference for the following Council Committees have been approved by Council and are now included in the Constitution document: <ul style="list-style-type: none">• Environmental Services Committee• Leisure and Development Committee• Corporate Policy and Resources Committee• Planning Committee• Audit Committee• Finance Committee Annex 4 - Link to revised Scheme of Delegation included.

	Annex 4 – Link to revised Protocol for Planning Committee included.
Part 3 - Rules and Procedures	Link to revised Standing Orders included.
Part 5 – Scheme of Allowances	Link to updated Scheme of Allowances for Councillors included.

Recommendation

It is recommended that the Corporate Policy and Resources Committee recommends to Council approval of the proposed amendments to the Council Constitution as outlined in item 2.1.

Proposed by Alderman Knight-McQuillan
Seconded by Councillor Watton and

AGREED – to recommend to Council approval of the proposed amendments to the Council Constitution as outlined in item 2.1.

7. ELECTED MEMBER DEVELOPMENT WORKING GROUP

The Chair advised members that the notes from the Elected Member Development Working Group have been provided for information.

Councillor Watton asked who he should speak to on this topic.

The Director of Corporate Services advised that he was welcome to speak to either the Democratic and Central Services Manager or herself, and it was agreed that Councillor Watton would contact the Director of Corporate Services following the meeting.

The notes of the Elected Member Development Working Group meeting on 16th October 2023 were noted.

8. ANNUAL REPORT OF THE PERFORMANCE OF THE PLANNING DEPARTMENT

Report, previously circulated, presented by the Director of Corporate Services.

Purpose of Report

In accordance with an action point arising from the Planning Review Steering Group, the purpose of this Report is to present to Elected Members, for information, the Annual Report of the Performance of the Planning Department for 2022/23 (Appendix 1)

This report was presented to the Planning Committee on 27/09/23.

Background

Schedule 4 of The Local Government (Performance Indicators and Standards) Order (Northern Ireland) 2015 sets out the statutory performance targets for the Planning Department for major development applications, local development applications and enforcement cases and these are reflected in Council's Performance Improvement Plan 2022-23 and the Planning Department Business Plan 2022-2023.

Recommendation

It is recommended that the Corporate Policy and Resources Committee recommends to Council to note the Planning Department Performance Annual Report set out in Appendix 1.

Alderman Fielding raised a concern in relation to point 1.3 in the report, regarding key performance indicators. He noted that while the average processing time of 18 weeks is good, he is aware of a number of single-dwelling applications that are taking an excessive length of time to be processed, sometimes in excess of a year. He asked whether there is a trigger point at which an application is expedited, and what the Planning Department is doing about applications that are taking a long time to be processed.

The Director of Corporate Services advised that she would bring a short report back to the Committee with details on the number of applications that are taking longer than 12 months to be processed and specifying how many of these are for single dwellings, the reasons behind the longer processing time, and the steps that the Planning Department is taking to address it.

Committee NOTED the report.

9. CONFERENCES

Report, previously circulated, was presented by the Director of Corporate Services.

Purpose of the Report

The purpose of the report is to inform Elected Members of conferences and courses they may wish to attend.

The following are listed:

(i) NILGA – Civil Contingencies/ Emergency Planning

Date: Friday 24th November 2023, 10.30am – 1pm

Venue: Lough Neagh Discovery Centre Oxford Island

Delegate Fee: Free

Approach: Masterclass, Local Government Resilience

(ii) NILGA – Employment Issues, Recruitment / Selection and Negotiation with Trade Unions

Date: Thursday 11th January 2024, 6-8pm

Venue: Online/Zoom

Delegate Fee: Free

Approach: Compliance, multi-facilitation Team

(iii) NILGA – Mental Health and Wellbeing Training for Councillors

Date: Thursday 22nd February 2024, 6-8pm

Venue: Online/Zoom

Delegate Fee: Free

Approach: Workshop, multi-facilitation of Team

(iv) NILGA – Empowering Women / NI Councillors

Date: TBA - March 2024, two-day workshop programme

Venue: TBA

Delegate Fee: Free

Approach: Programme, Society for Innovation, Modernisation and Technology (Socitm)

(v) NILGA – Economic Development and the Role of Councillors

Date: Wednesday 17th April 2024, 12-2pm

Venue: Online/Zoom

Delegate Fee: Free

Approach: Workshop, multi-facilitation Team

Hosted by NILGA with support from the LGTG (Local Government Training Group), these FREE events are open to all Elected Members.

Interested members should contact Fiona Douglas: f.douglas@nilga.org or the Democratic Services team.

Recommendation

It is recommended that Council consider the Conference report.

Committee NOTED the report.

10. CORRESPONDENCE

Report, previously circulated, presented by the Director of Corporate Services.

Purpose of Report

The purpose of the report is to present correspondence for Members' consideration.

The following correspondence has been received:

(i) Analysis, Statistics and Research Branch, Northern Ireland Statistics and Research Agency (NISRA), dated 12 October 2023

The DfI Northern Ireland Planning Statistics First Quarter 2023/24 Statistical Bulletin was released on 12 October 2023 and can be accessed at the link below:

<https://www.infrastructure-ni.gov.uk/publications/northern-ireland-planning-statistics-april-june-2023>

This statistical publication provides provisional activity and performance figures for the first quarter of 2023/24.

Accompanying Excel tables can also be accessed from the same link, which contain the information underlying the charts and graphs featured in the bulletin as well as further analyses and breakdowns. The link provided also shows a summary infographic, which highlights some of the key points from the report.

In December 2020, the UK Statistics Authority Regulatory Committee confirmed National Statistics designation for the Northern Ireland Planning Statistics. This designation means that the statistics meet the highest standards of trustworthiness, quality and public value as set out in the Code of Practice for Statistics.

Recommendation

It is recommended that the Corporate Policy & Resources Committee considers the correspondence.

The Director of Corporate Services advised that the figures and analysis from the First Quarter report will be brought to next month's Corporate Policy and Resources committee meeting.

Committee NOTED the correspondence.

11. CONSULTATIONS

There were no Consultations.

12. MATTERS FOR REPORTING TO PARTNERSHIP PANEL

There were no matters for reporting to Partnership Panel.

MOTION TO PROCEED ‘IN COMMITTEE’

Proposed by Alderman Knight-McQuillan
Seconded by Alderman Coyle and

AGREED – to recommend that the Corporate Policy and Resources Committee move ‘*In Committee*’.

- * **Press/Public were disconnected from the meeting at 7.21pm.**

The information contained in the following items is restricted in accordance with Part 1 of Schedule 6 of the Local Government Act (Northern Ireland) 2014.

The Chair advised Committee of its obligations and protocol whilst the meeting was being audio recorded, and with the remote meetings protocol.

13. CORPORATE SERVICES MANAGEMENT ACCOUNTS MONTH 5

For information, confidential report, previously circulated, presented by the Director of Corporate Services.

Purpose of Report

The purpose of this report to provide Members with information on the current financial position of Corporate Services Directorate at the end of Period 5.

Recommendation

That Council note the information presented.

Committee NOTED the report.

14. MINUTES OF THE LAND AND PROPERTY SUB COMMITTEE MEETING HELD WEDNESDAY 4 OCTOBER 2023

Copy minutes previously circulated, presented by the Director of Environmental Services.

(i) Approval of the Adoption of the Minutes

Proposed by Alderman Knight-McQuillan
Seconded by Councillor C Archibald and

AGREED – to recommend that Council adopt the Minutes of the Land and Property Sub Committee meeting held Wednesday 4 October 2023 and recommendations therein approved.

15. ANY OTHER RELEVANT BUSINESS (NOTIFIED IN ACCORDANCE WITH STANDING ORDER 12(O))

No other items of business were raised.

MOTION TO PROCEED ‘IN PUBLIC’

Proposed by Alderman Knight-McQuillan
Seconded by Alderman Coyle and

RESOLVED – that Council move ‘*In Public*’

There being no further business the Chair thanked everyone for their attendance.

The meeting concluded at 7.24pm.

Chair