

**LISBURN & CASTLEREAGH CITY COUNCIL**

**Minutes of Meeting of the Governance and Audit Committee held in the Council Chamber and Remote Locations on Thursday, 12 September, 2024 at 6:00 pm**

**PRESENT IN CHAMBER:**

Councillor S Burns (Acting Chair)

Mr E Jardine (Independent Member and Vice-Chair)

The Right Worshipful the Mayor  
Councillor K Dickson

Alderman O Gawith

Councillors A P Ewing, A Givan, P Kennedy, A Martin and  
M McKeever

**PRESENT IN REMOTE LOCATION:**

Councillors D Bassett, P Burke, N Eaton, J Gallen and  
S Lowry

**OTHER MEMBERS PRESENT IN CHAMBER:**

Councillor G Hynds

**IN ATTENDANCE:**

Chief Executive  
Director of Organisation Development and Innovation  
Director of Finance and Corporate Services  
Director of Leisure and Community Wellbeing  
Acting Director of Environmental Service  
Head of Human Resources and Organisation Development  
Acting Head of Portfolio, IT & Commercialisation  
Internal Audit Manager (remotely)  
Performance Improvement Officer  
IT Officer  
Member Services Officers

**Northern Ireland Audit Office:**

Mr R Ross (remotely)

**RBCA**

Mr B Stewart (remotely)

**Commencement of the Meeting**

At the commencement of the meeting, the Director of Organisation Development and Innovation advised that, due to having suffered a recent family bereavement, the Chair, Alderman S P Porter, was unable to be present. As the Vice-Chair, Mr E Jardine, was an Independent Member, he was not permitted to chair the meeting and, in line with protocol, this responsibility fell to another Member of Alderman Porter's Party, the DUP.

The Director advised that Councillor S Burns would be chairing the meeting in Alderman Porter's absence.

The Acting Chair, Councillor S Burns, welcomed those present. She pointed out that, unless the item on the agenda was considered under confidential business, this meeting would be audio recorded. In accordance with the Protocol for Remote Meetings, the Chair asked that those attending via zoom ensure that the meeting could not be seen or heard by any other person at their remote location when confidential business was being considered.

At this point, the Member Services Officer read out the names of the Elected Members and Officers in attendance at the meeting.

The Acting Chair, Councillor S Burns, asked that mobile phones be put on silent or switched off for the duration of the meeting. The Director of Organisation Development and Innovation outlined the evacuation procedures in the case of an emergency.

1. Apologies

It was agreed to accept apologies for non-attendance at the meeting on behalf of the Chair, Alderman S P Porter, and the Risk & Business Continuity Officer.

2. Declarations of Interest

There were no declarations of interest.

3. Report from the Performance Improvement Officer

3.1 Compliments and Complaints Report – Quarter 1 2024/25

Members were provided with, and noted the contents of, a copy of a comparative report taken from the Council's Customer Care System detailing the number of comments, complaints and compliments in Quarter 1 of 2024/25.

A number of Members' queries were addressed and the Performance Improvement Officer agreed to look into the possibility of providing a breakdown of complaints by District Electoral Area.

3.2 NIPSO Model Complaints Handling Compliance

The Complaints Standards Team of the Northern Ireland Public Services Ombudsman (NIPSO) had recently conducted a Model Complaints Handling Procedure (MCHP) procedural compliance check on the Council's complaints handling procedure. Members were provided with, and noted the contents of, a copy of correspondence from NIPSO confirming that the Council's current complaints procedure was MCHP compliant, in accordance with the Public Service Ombudsman Act (NI) 2016.

3.3 Performance Improvement Objectives, Case Studies & Associated KPIs – 1<sup>st</sup> Quarter Review (2024/25)

Members were provided with, and noted the contents of, a copy of:

- (a) a quarterly monitoring document (covering April – June 2024) on all projects that demonstrated improvement against the 2024/25 Performance Improvement Objectives, including the relevant Performance Improvement KPIs. An additional section was included detailing some case studies and customer feedback that had demonstrated improvement during Quarter 1; and
- (b) a report from the 'Performance Management System' detailing the Performance Improvement Key Performance Indicators (KPIs) for the period April – June 2024.

3.4 Corporate Plan KPIs – Quarter 1 2024/25 All Directorates

Councillor S Lowry left the meeting during consideration of this item of business (6.27 pm).

Members were provided with, and noted the contents of, a copy of reports detailing the Quarter 1 2024/25 Corporate Plan KPIs.

A number of Members' queries were addressed and the Performance Improvement Officer agreed that, in future reports, where a target was not yet due to be measured, a narrative would be provided to indicate when this was due to take place.

3.5 Performance Improvement Report 2023/24

Members having been provided with a copy of the draft Performance Improvement Report for 2023/24, it was proposed by Alderman O Gawith, seconded by Councillor M McKeever and agreed to recommend that this be approved, subject to the correction of a spelling error.

4. Report from the Risk & Business Continuity Officer

4.1 Corporate Risk Register

In the absence of the Risk & Business Continuity Officer, her report was presented by the Acting Director of Environmental Services.

The Risk & Business Continuity Officer set out in her report, an update in respect of the quarterly review of the Corporate Risk Register.

At this stage, Alderman O Gawith asked that the meeting go 'into committee'.

"In Committee"

It was proposed by Councillor M McKeever, seconded by Councillor P Kennedy and agreed to go 'into committee' to consider this matter.

4.1 Corporate Risk Register (Contd)

A number of queries in respect of waste management and Dundonald International Ice Bowl were addressed.

Resumption of Normal Business

It was proposed by Councillor A Givan, seconded by Councillor P Kennedy and agreed to come out of committee and normal business was resumed.

Members agreed to note the contents of the Corporate Risk Dashboard.

The Head of Human Resources and Organisation Development and the Performance Improvement Officer left the meeting (6.40 pm).

5. Report from the Internal Audit Manager

5.1 Internal Audit Charter

It was proposed by Alderman O Gawith, seconded by Councillor M McKeever and agreed to recommend that the Internal Audit Charter be approved.

6. Confidential Business

The matters contained in the confidential report would be dealt with “In Committee” due to containing information relating to the financial or business affairs of any particular person (including the Council holding that information).

“In Committee”

It was proposed by Councillor A P Ewing, seconded by Councillor P Kennedy and agreed that the following matters be considered “in committee”, in the absence of members of the press and public being present.

6.1 Report by Internal Audit Manager

6.1.1 Internal Audit Progress Report

(Redacted report will be made available on 30 September, 2024)

Members were provided with, and noted the contents of, a copy of an Internal Audit Progress Report summarising internal audit work and progress against the Operational Plan since the last meeting of the Committee on 13 June, 2024. A copy of any internal audit reports referred to in the progress report were also provided in full on Decision Time for Members’ information.

6.2 Report by Acting Head of Portfolio, IT & Commercialisation

6.2.1 Council Cyber Security Risk Position  
(Report will never be made available)

Members were provided with a report in respect of the Council's cyber security risk position, together with a list of completed actions. A number of queries having been addressed, it was agreed that the information be noted.

Resumption of Normal Business

It was proposed by Alderman O Gawith, seconded by Councillor P Kennedy, and agreed to come out of committee and normal business was resumed.

7. Any Other Business

7.1 Governance and Audit Training

The Chief Executive encouraged Members' attendance at the forthcoming Governance and Audit training session.

There being no further business, the meeting was terminated at 6.52 pm.

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Mayor/Chairman