



December 7th, 2022

**Chairman:** Alderman D Drysdale

**Vice-Chairman:** Councillor Jenny Palmer

**Aldermen:** J Baird, O Gawith, S Martin, S P Porter and J Tinsley

**Councillors:** D J Craig, J Gallen, S Lowry, J McCarthy, G McCleave, C McCready, John Palmer and A Swan

**Ex Officio:**

The Right Worshipful the Mayor, Councillor S Carson

Deputy Mayor, Councillor M Guy

### **Notice Of Meeting**

A special meeting of the Governance and Audit Committee will be held on **Thursday, 8th December 2022 at 6:00 pm** for the transaction of the undernoted Agenda.

For those Members attending this meeting remotely, the Zoom details are included in the Outlook invitation that has been issued.

A light buffet will be available in Lighters from 5.30pm.

**David Burns**  
**Chief Executive**

# Agenda

## 1.0 APOLOGIES

## 2.0 DECLARATIONS OF MEMBERS' INTERESTS

- (i) conflict of interest on any matter before the meeting (Members to confirm the specific item)
- (ii) pecuniary or non-pecuniary interest (Member to complete disclosure of interest form)

## 3.0 REPORT BY PERFORMANCE IMPROVEMENT OFFICER

### 3.1 Performance Improvement Objectives, Case Studies & Associated KPIs - 2nd Quarter Review

[\*3.1 Report- PIO Casestudies KPIs Q2 GArevised.pdf\*](#) *Page 1*

[\*3.1 Appendix I Quarter 2 monitoring\\_Updated Draft Report\\_revised.pdf\*](#) *Page 4*

[\*3.1 Appendix II Q2 Performance KPIs.pdf\*](#) *Page 18*

### 3.2 Complaints Report Quarter 2

[\*3.2 Complaints Report Q2.pdf\*](#) *Page 25*

[\*3.2 Appendix 1 Q2 Complaints 2022 -2023.pdf\*](#) *Page 28*

### 3.3 'You Said We Did' on Outcomes from Consultations Report on the Draft Performance Improvement Objectives 2022/23

[\*3.3 Report 'You Said We Did' \(revised\).pdf\*](#) *Page 38*

[\*3.3 Appendix I 2022 Consultation You said We did\\_revised.pdf\*](#) *Page 41*

## 4.0 REPORT BY RISK OFFICER

### 4.1 Corporate Risk Register

[\*4.1 G&A Corporate Risk Register Report Dec 22.pdf\*](#) *Page 56*

[\*4.1 Appendix I Corporate Risk Register Dashboard.pdf\*](#) *Page 59*

[\*4.1 Appendix II Financial Sustainability Slides.pdf\*](#) *Page 60*

[\*4.1 Appendix III Capital Programme Slides.pdf\*](#) *Page 66*

## **5.0 REPORT BY CHIEF EXECUTIVE**

### **5.1 Changes to Audit Approach for the 2022-23 Audit Cycle**

**▮** *G&A Report - Changes to the Audit Approach for 2022 23 Audit Cycle.pdf* **Page 72**

**▮** *Letter to Accounting Officers 5 12 22 (002).pdf* **Page 75**

**▮** *ISA 315 - Briefing for management and TCWG.pdf* **Page 77**

## **6.0 CONFIDENTIAL BUSINESS - "IN COMMITTEE"**

All items are confidential due to containing information relating to the financial or business affairs of any particular person (including the Council holding that information)

### **6.1 REPORT BY PERFORMANCE IMPROVEMENT OFFICER**

**6.1.1** **NIAO - Audit and Assessment Report 2021/22**

### **6.2 REPORT BY INTERNAL AUDIT MANAGER**

**6.2.1** **Internal Audit Progress Report - November 2022**

**6.2.2** **Revised Internal Audit 2022/23 Operational Plan**

### **6.3 REPORT BY DIRECTOR OF FINANCE AND CORPORATE SERVICES**

**6.3.1** **Report to Those Charged with Governance**

## **6.4 REPORT BY CHIEF EXECUTIVE**

**6.4.1 Acceptance of Six Monthly Statements of Assurance for the Period April to September 2022**

**6.5 CLOSED SESSION FOR MEMBERS (Members, Internal Audit and NIAO only)**

## **7.0 ANY OTHER BUSINESS**



## Governance & Audit Committee

8<sup>th</sup> December 2022

### Report from:

Performance Improvement Officer

### Item for Noting

**TITLE:** Performance Improvement Objectives, Case Studies & Associated KPIs – 2<sup>nd</sup> Quarter Review

### Background and Key Issues:

1. Attached under **Appendix I**, and **Appendix II** is two reports: The first is a quarterly monitoring document on all the projects that will demonstrate improvement against the 2022/23 Performance Improvement Objectives, including the relevant Performance Improvement KPI. Please note the additional section within this report, which details case studies, photographs and customer feedback that have demonstrated improvement during Quarter 2. This report covers the period July – September 2022 inclusive.
2. The second report from the 'Performance Management System' details the Performance Improvement Key Performance Indicators (KPIs) results for the period July – September 2022 inclusive. There are 27 Performance Indicators for this financial year; 12 KPIs have been achieved by the end of September, therefore 100% of our Performance Improvement KPIs scheduled for completion at the end of Q2 have been achieved. Two KPIs will be measured at the end of Q3 and the remaining 13 KPIs will be measured at the end of the financial year. (In year updates will be provided on a quarterly basis.)
3. These reports are presented for consideration and scrutiny as appropriate.

### Recommendation:

It is recommended that Members note and approve the appended reports.

**Finance and Resource Implications:**

## Screening and Impact Assessment

### 1. Equality and Good Relations

Has an equality and good relations screening been carried out on the proposal/project/policy? No

**If no, please provide explanation/rationale**

N/A

If yes, what was the outcome?:

<b>Option 1</b> Screen out without mitigation	No	<b>Option 2</b> Screen out with mitigation	No	<b>Option 3</b> Screen in for a full EQIA	No
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**Rationale for outcome/decision (give a brief explanation of any issues identified including mitigation and/or plans for full EQIA or further consultation)**

**Insert link to completed Equality and Good Relations report:**

### 2. Rural Needs Impact Assessment:

Has consideration been given to Rural Needs?	No	Has a Rural Needs Impact Assessment (RNIA) template been completed?	No	
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**If no, please given explanation/rationale for why it was not considered necessary:**

N/A

**If yes, give brief summary of the key rural issues identified, any proposed actions to address or mitigate and include the link to the completed RNIA template:**

**SUBJECT TO PLANNING APPROVAL:**

No

If Yes, "This is a decision of this Committee only. Members of the Planning Committee are not bound by the decision of this Committee. Members of the Planning Committee shall consider any related planning application in accordance with the applicable legislation and with an open mind, taking into account all relevant matters and leaving out irrelevant consideration".

**APPENDICES:**

**Appendix I** - a quarterly monitoring document including case studies of improvement for the period July – September 2022 inclusive  
**Appendix II** details the KPI results for the period July – September 2022 inclusive

**HAS IT BEEN SUBJECT TO CALL IN TO DATE?**

No

If Yes, please insert date:



## **Performance Improvement Objectives 2022/23**

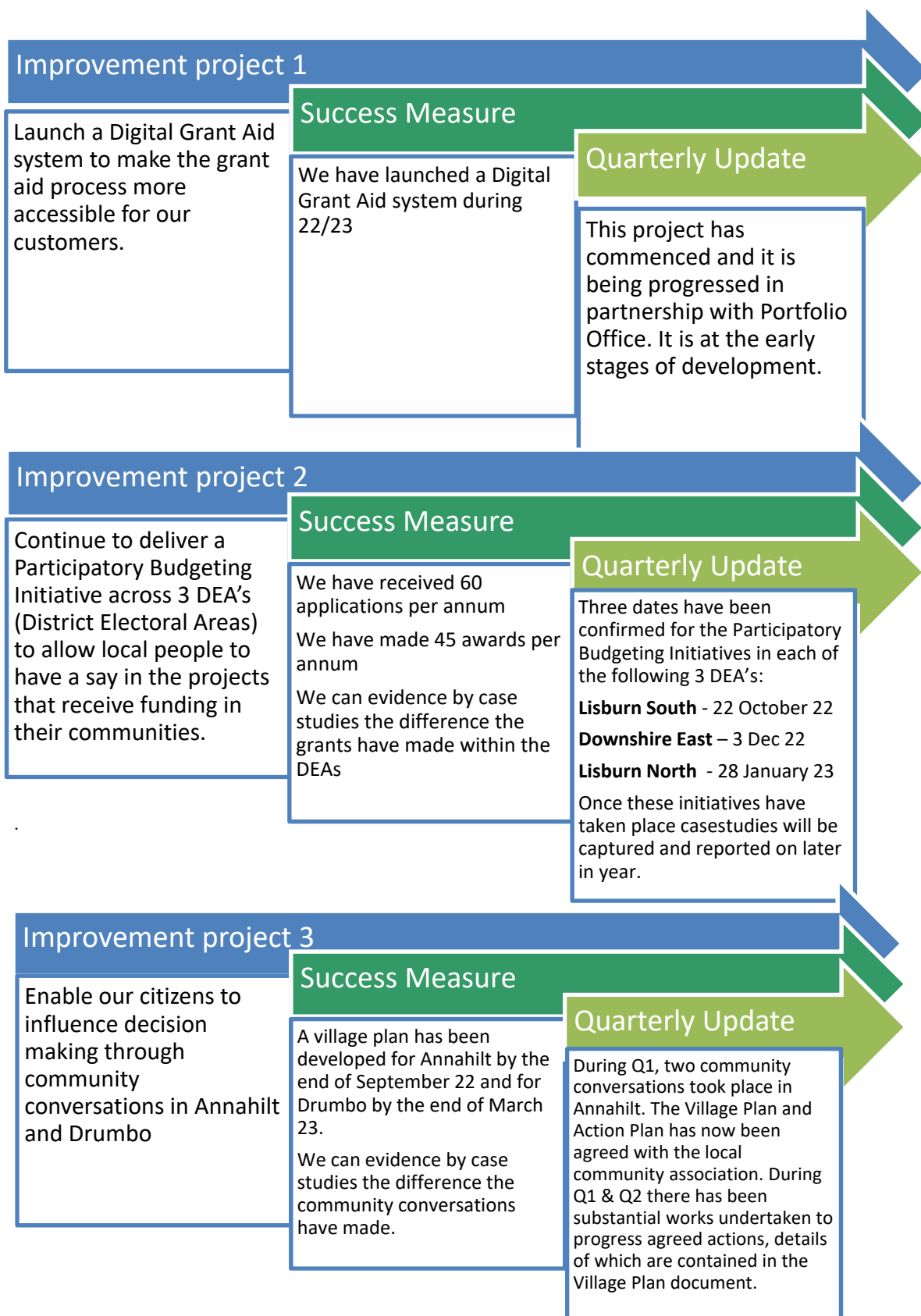
### **Quarter 2, 2022/23**





### Performance Improvement Objective (1)

We will continue to improve our citizen engagement methods and ensure accessible processes for contacting the Council.



### Improvement project 4

Gather customer and user data through surveys/focus groups to assess the quality and accessibility of the online services provided by the Environmental Service's Directorate during 2021/22 and consider opportunities for an improved customer experience.

#### Success Measure

We have carried out Customer engagement during Q2

#### Quarterly Update

Customer engagement has taken place during Q2. The Building Control & Environmental Health Services carried out customer forums with a cross section of their user groups to assess the satisfaction and customer user experience of the online services provided. Waste Management and Operational Services issued a customer feedback survey to 1,375 'Binformation' subscribers

### Improvement project 5

Improve the digital information available through the Council's website relating to Entertainment Licensing and Events Management so as to provide accessible guidance for customers.

#### Success Measure

We have provided Entertainment licensing online by the end of June 2022.

We have provided Entertainment licensing guidance online and reviewed it annually.

We have carried out research on accessibility to this information and reported on the outcomes by the end of March 23.

We have provided Events guidance online and reviewed it annually.

#### Quarterly Update

Entertainment Licensing guidance was provided online during Q1 and will be reviewed annually and updated if required.

## Objective 1 2022/23

**We will continue to improve our citizen engagement methods and ensure accessible processes for contacting the council**


### Outcomes contributing to our Community Plan/Corporate Plan

- Public services are enhanced through co design and co-production
- Community ownership and management of local assets and facilities
- We feel a sense of belonging in our local neighbourhoods
- There is participation and volunteering in public and community life, arts, culture and sports by people of all backgrounds

### What difference did we make?

Performance Improvement Project 1 Q2 outcomes	Feedback and Testimonials
This project has commenced and it is being progressed in partnership with Portfolio Office. It is at the early stages of development.	As the Digital Grant Aid System has yet to be implemented, we are unable to determine the difference made by this system. Once it has been implemented a further information will be provided to this Committee at a future date.

Performance Improvement Project 2 Q2 outcomes	Feedback and Testimonials
Three dates have been confirmed for the Participatory Budgeting Initiatives in each of the following 3 DEA's:  <b><u>Lisburn South</u></b> - 22 October 2022 <b><u>Downshire East</u></b> – 3 December 2022 <b><u>Lisburn North</u></b> - 28 January 2023	Once these initiatives have taken place, case studies will be captured and reported upon later in the year.

Performance Improvement Project 3 Q2 outcomes	Feedback and Testimonials
During Q1, two community conversations took place in Annahilt. The Village Plan and Action Plan has now been agreed with the local community association. During Q1 & Q2 there has been substantial works undertaken to progress agreed actions, details of which are contained in the	<p>Community Conversations: On the evening of Monday 20th June 2022 Annahilt Primary School hosted a consultation of community members, elected members, council officers &amp; representatives from other statutory bodies for discussions around village improvements, to discuss the development of a village plan. There were approximately 70 people in attendance.</p> <p>The Village Plan and Action Plan is now complete and has been agreed with Annahilt and Magheraconluce Community Association.</p> <p>Update on Annahilt shown in photos below:</p> <ol style="list-style-type: none"> <li>1. Kissing gate and new bin</li> <li>2. Sign on gate</li> <li>3. 3 x raised beds (DDA compliant)</li> <li>4. Wooden / corrugated plastic ploytunnel</li> <li>5. Wooden garden shed</li> </ol> 

Performance Improvement Project 3 Q2 outcomes

Feedback and Testimonials

Village Plan document.

*Casestudies of the impact of this will be captured and reported upon later in the year.*

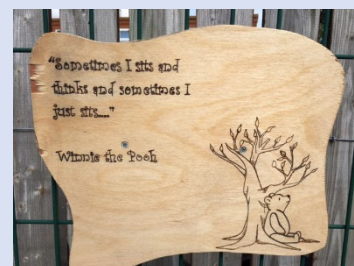
6. 4 x water butts (one attached to the wooden shed, two for the primary school and one for the scout hall)



7. The reading corner – log and stumps brought and made from a log in Derrriagh Glen

8. New fencing throughout

9. Signage made by Paul McMillan (who works in Moira Demesne)



10. 8 x hi-vis branded vests

11. 8 x litter pickers

12. 2 x park benches (plus 2 x picnic tables not in photo)



Performance Improvement Project 3 Q2 outcomes	Feedback and Testimonials
	<p>13. A new bin at the garden opposite the play park</p> <p>14. 6 x large planters at the primary school (filled with compost)</p> <p>15. Additional hanging baskets opposite the shop</p> <p>16. Garden in vacant property cleared of vegetation and stumps treated to prevent regrowth</p> <p>17. Floral planters at 3 of the village signs on the approach roads to the village</p>   

Performance Improvement Project 4 Q2 outcomes	Feedback and Testimonials
<p><b>Building Control.</b> 3 Online Services have been operational through Q2.</p> <p>Online Building Notice (BN) Applications:</p> <ul style="list-style-type: none"> <li>• 378 online BN applications received</li> <li>• Equates to 83% of total BN applications (in Q2)</li> </ul> <p>Online Regularisation (RG) Applications:</p> <ul style="list-style-type: none"> <li>• 87 online RG applications received</li> <li>• Equates to 69% of total RG applications (in Q2)</li> </ul> <p>Online Property Certificate (PC) Applications:</p> <ul style="list-style-type: none"> <li>• 393 online PC applications received</li> <li>• Equates to 52% of total RG applications (in Q2)</li> </ul> <p>Online requests for Building Regulation Inspections:</p> <ul style="list-style-type: none"> <li>• 0 requests made on line (in Q2) pending IT provider revisions</li> </ul> <p><b>Environmental Health</b> – All 3</p>	<p>The following feedback, comments and improvement suggestions were noted &amp; collated by the Building Control &amp; Environmental Health representatives involved:</p> <p><b>Solicitors Forum</b> <u>User Experience:</u> Solicitors identified a high level of satisfaction with the online property certificate submission service &amp; its development</p> <p><u>User Comments:</u> This service was essential during the Covid 19 lockdown period when we had to work from home An excellent initiative that we now use in our everyday business When can other Councils provide this service online? Fast, efficient &amp; very useful in carrying out Local Authority searches A really great improvement to the service delivery</p> <p><u>User improvement suggestions</u> Review &amp; improve the knowledge of suspense accounts Attaching the map images can be difficult Include the address of the property certificate on the receipt email Consider the development of a drop down box to request additional information when applying for a property certificate</p> <p><b>Architects Forum</b> <u>User Experience:</u> Architects expressed a high level of satisfaction with the Building Notice on line provision. However, a full complement of those Architects attending identified that</p>

Performance Improvement Project 4 Q2 outcomes	Feedback and Testimonials
<p>Online Services have been operational throughout Q2:</p> <p>Online Funeral Director Portal:</p> <ul style="list-style-type: none"> <li>92 burial applications received through the Portal.</li> <li>Equates to 93.8% of burial applications received by the Service Unit in Q2.</li> </ul> <p>Noise App:</p> <ul style="list-style-type: none"> <li>53 service requests received via the Noise App.</li> <li>Equates to 25.2% of requests for service relating to noise received by the Service Unit in Q2.</li> </ul> <p>Online Dog Licensing:</p> <ul style="list-style-type: none"> <li>2751 online dog licence applications processed.</li> <li>Equates to 72.6% of dog licences issued by the Service Unit in Q2.</li> </ul>	<p>on line plan submission had the greatest potential to improving the on line services provided by LCCC</p> <p><u>User Comments</u> The Building Notice on line service is excellent for small works. The service is very user friendly, quick and easy &amp; very efficient</p> <p><u>User improvement suggestions</u> The development of an on line plan submission service would be very welcome &amp; would greatly improve working effectiveness Solicitors will not always accept digital approvals &amp; want hard copy signed documentation On line plan submissions would be very useful for small scale jobs that require a full plans application The on line service should be inclusive of approval. There is no point in having a digital service that requires printing at its completion This service would benefit from having reference numbers &amp; passwords for easy access for applicants This service would benefit from having a pop up help section As per the NIE provision, it would be useful to receive a job tracker email at the completion of each stage An example of good practice is Gloucester Council who provide a positive on line experience with digital drawing submission &amp; only final hard copy drawings when the works are approved</p>
<p><b>Waste Management and Operational Services</b> had 1,375 'Binformation' subscribers during Q1&amp;Q2</p>	<p><b>Developers, Agents and Homeowner Forum</b></p> <p><u>User Experience:</u> Customers identified a very high level of user satisfaction with the on line services identified.</p>
<p>The Building Control &amp; Environmental Health Units of the LCCC Environmental Services Department held a number of customer forum event during September 2022 to identify user experience &amp; satisfaction with the current on line service provision from the service units</p> <p>The online service provision currently includes:</p> <ul style="list-style-type: none"> <li>On line Property certificate application</li> <li>On line Building Notice application</li> <li>On line Dog Licencing application</li> <li>On line Regularisation application</li> </ul>	<p>The ability to conduct business &amp; make applications from the office/home was considered to be a very efficient&amp; effective development from LCCC</p> <p><u>User Comments:</u> The ability to submit multiple Building Notice applications on line at the same time &amp; to pay electronically is an excellent service &amp; a great time saving outcome The on line Regularisation service was fantastic given the need to get a fast turnaround when the works could be inspected &amp; approved prior to a house sale Excellent use of resources by LCCC that provide efficient outcomes...well done! The on line service was easy to use &amp; helped me progress my application very smoothly Dog licensing on line is a great service. It saved me a lot of time &amp; was extremely easy to use I was worried when I was made aware that I had to make an application to Building Control. However, I was able to make my application, request my inspection &amp; receive my completion certificate electronically. This was a great service</p>
<p>The events were held via zoom meetings on 5, 6 &amp; 7 September 2022 for the following customer groupings:</p> <ul style="list-style-type: none"> <li>5 September 2022: Conveyancing Solicitors</li> <li>6 September 2022: Architects</li> <li>7 September 2022: Developers, Agents &amp; Homeowners</li> </ul>	<p><u>User improvement suggestions</u> Make the website page easier to find the service required Identify the ability to ask for an on line inspection more prominent Expand the on line ability to make an application to more services Waste Management and Operational Services issued a customer feedback survey to 1,375 'Binformation' subscribers in July asking for feedback on the Binformation e-zine, the Binformation section of the Council website and asking if customers would like to engage with the</p>

Performance Improvement Project 4 Q2 outcomes		Feedback and Testimonials
Waste Management and Operational Services issued a customer feedback survey to 1,375 'Binformation' subscribers in July asking for feedback on the Binformation e-zine, the Binformation section of the Council website and asking if customers would like to engage with the corporate development of a new, more user-friendly and accessible website.	<p>corporate development of a new, more user-friendly and accessible website.</p> <p>121 responses were received with the following feedback:</p> <ul style="list-style-type: none"> <li>• 100% of respondents indicated they found getting holiday collection dates via the Binformation Newsletter useful</li> <li>• 91.74% of respondents had used the Binformation section on the council website within the past 6 months.</li> <li>• 82.5% of respondents said it was very easy or easy to find the information they needed on the website.</li> </ul> <p>Customers were also asked if there was anything additional they would like to see on the Binformation website and responses will be analysed to see if further improvements can be made.</p>	

Performance Improvement Project 5 Q2 outcomes		Feedback and Testimonials
<p>Entertainment Licensing guidance has been provided online and will be reviewed annually and updated if required.</p> <p>An internal audit was completed in 2021/2022, finalised on 31/05/2022 with a number of actions. These actions include the production of guidance to be made available online to customers. This is being developed and progressed during the 2022/2023 year.</p>	<p>When a review of this guidance has been carried out a further information will be provided to this Committee at a future date.</p>	

### Performance Improvement Objective (2)

We will continue to deliver Council led activities that seek to maintain and improve physical and mental wellbeing of our citizens

#### Improvement project 1

Investigate the impact of the Vitality Household Membership to determine if it has made a positive impact on member’s physical and mental wellbeing

#### Success Measure

We have appointed a consultant by the end of June 22.  
We have carried out research by the end of June 22.

#### Quarterly Update

The consultant Otium was appointed by the end of June 22. Research was completed by the end of September aside from focus groups which had to be postponed due to impact of the Industrial Action.  
There were 1510 responses to the Vitality survey including 579 non-members. Initial report was received in draft format which is now being considered.

#### Improvement project 2

Improve the physical, mental and emotional wellbeing of our citizens through a number of programmes which include; developing skills in horticulture, physical activity programmes and understanding the benefits of healthy eating.

#### Success Measure

We have provided 30 CSAW programmes with 450 participants by the end of March 23.  
We have provided 20 Woodland programmes and 20 Horticulture programmes with 500 participants by the end of March 23.  
We have provided 5 Biodiversity projects with 100 participants by the end of March 23.

#### Quarterly Update

**Summary of Q2 Council led activities that seek to maintain and improve physical and mental wellbeing of our citizens**  
**Qtr 2 Summary CSAW Project July – September 2022**  
Total C-SAW programmes 10  
Total participants 187  
Total Under 18 years 34  
Total 18-59 years 48  
Total Over 60s 105  
**Woodland & Horticulture Programmes**  
The number of woodland programmes is 4  
The number of horticultural programmes is 0  
The total number of participants is 78  
**Biodiversity Project July - Sep 2022**  
Total Biodiversity projects 6  
Total participants 615



## Objective 2 2022/23





**We will continue to deliver Council led activities that seek to maintain and improve physical and mental wellbeing of our citizens**

### Outcomes contributing to our Community Plan / Corporate Plan

- We live healthy, fulfilling and long lives
- Good health will no longer be dependent on where we live or what income we have
- Older people age actively and more independently to stay well connected
- People of all ages are more physically active more often
- We enjoy good mental health

### What difference did we make? Case Studies

Performance Improvement Project 1 Q2 outcomes	Feedback and Testimonials
<p>The consultant Otium was appointed by the end of June 22. Research was completed by the end of September aside from focus groups which had to be postponed due to impact of the Industrial Action.</p> <p>There were 1510 responses to the Vitality survey including 579 non-members.</p> <p>Initial infographic report was received in draft format in late September.</p>	<p>A further update will be provided to this Committee in Q3.</p>

Performance Improvement Project 2 Q2 outcomes	Feedback and Testimonials														
<p><b>Summary of Q2 Council led activities that seek to maintain and improve physical and mental wellbeing of our citizens</b></p> <p><b>Q2 Summary CSAW Project July – September 2022</b></p> <table border="0"> <tr> <td>Total C-SAW programmes</td> <td>10</td> </tr> <tr> <td>Total participants</td> <td>187</td> </tr> <tr> <td>Total Under 18 years</td> <td>34</td> </tr> <tr> <td>Total 18-59 years</td> <td>48</td> </tr> <tr> <td>Total Over 60s</td> <td>105</td> </tr> </table> <p><b>Woodland &amp; Horticulture Programmes</b></p> <p>The number of woodland programmes is 4</p> <p>The number of horticultural programmes is 0</p> <p>The total number of participants is 78</p> <p><b>Biodiversity Project July - Sep 2022</b></p> <table border="0"> <tr> <td>Total Biodiversity projects</td> <td>6</td> </tr> <tr> <td>Total participants</td> <td>615</td> </tr> </table>	Total C-SAW programmes	10	Total participants	187	Total Under 18 years	34	Total 18-59 years	48	Total Over 60s	105	Total Biodiversity projects	6	Total participants	615	<p><u>Parks &amp; Amenities</u></p> <p>A lot of great work has taken place up to the end of Q2 to improve the physical, mental and emotional wellbeing of our citizens through a number of programmes.</p> <p><b>CSAW Activities September 2022</b></p> <p><u>Orchardville Day Centre - Orchardville</u> started their 8 week gardening programme on 14/9/22 at our Bells Lane Allotment Hub, Queensway, Lisburn. Orchardville have a gardening session every Wednesday 1pm – 2.30pm. In the 8 weeks participants learned about planting, watering, harvesting, soil management, woodwork.</p>  <p><u>Old Warren Primary School</u></p> <p>A number of schools expressed interest in council providing gardening sessions either at their school grounds or at Bells Lane. On 21/9/22 Old Warren Primary School participated in a gardening class with the Conservation Volunteers. The children had a great time and managed to harvest 4 full buckets of potatoes. The principal was very impressed by the children's work, he said all the potatoes would be used to provide a cheesy potato bake for the whole schools lunch.</p>   
Total C-SAW programmes	10														
Total participants	187														
Total Under 18 years	34														
Total 18-59 years	48														
Total Over 60s	105														
Total Biodiversity projects	6														
Total participants	615														

Performance Improvement Project 2 Q2 outcomes

Feedback and Testimonials



Ballycarrickmaddy Primary School

Ballycarrickmaddy was another primary school I visited on 26/9/22 to deliver a gardening session with the Conservation Volunteers.

Ballycarrickmaddy wanted us to provide the gardening session on the school grounds like we did with Old Warren. In this session the kids learned about planting and due to the time of year they panted a lot of herbs and enjoyed experiencing the different smells from



them all.

**Woodland programmes**

4 summer scheme groups from both Lagan Valley Leisureplex and Glenmore activity centre visited the Castlereagh Tree Nursey and planting tree seeds in root trainers and also took part in a tree identification walk, pictures attached.

Summer Scheme seed planting and tree ID, children aged 8-11 - LVLP 5/7/22 (20 participants)

Summer Scheme seed planting and tree ID, children aged 9-14 - LVLP 12/7/22 (9 participants)






Summer Scheme seed planting and tree ID, children aged 5-12 – Glenmore Activity Centre 19/7/22 (30 participants)


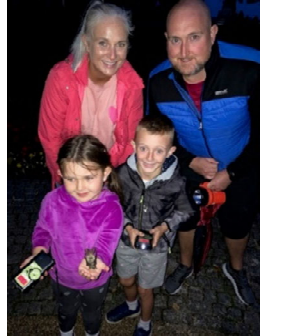
Summer Scheme seed planting and tree ID, children aged 6-11 - LVLP 26/7/22 (19 participants)



Total number of participants 78



Details of the **BIODIVERSITY** Activities that have taken place July - September 2022 are detailed in the following table.

<b><u>Biodiversity Events &amp; Projects July – September 22</u></b>	<b><u>Date</u></b>	<b><u>Venue</u></b>	<b><u>Visitor Numbers</u></b>	<b><u>Brief Description</u></b>
<p>1. Glenmore Activity Centre Summer Scheme</p>	<p>Held over 2 weeks 27<sup>th</sup> July &amp; 4<sup>th</sup> Aug</p>	<p>Glenmore Activity Centre and Glenmore Parkland trail</p>	<p>30 children per each session Approx. 60</p>	<p>The Biodiversity Officer and the Waste and Communications Officer worked on a cross departmental project to promote biodiversity and recycling to the children at Glenmore Activity Centre Summer Scheme. The project involved tree ID around Glenmore Parkland Trail, making bird feeders, recycling games and making badges.</p>   
<p>2. Wallace Park Life Event</p>	<p>30<sup>th</sup> July 2022</p>	<p>Wallace Park</p>	<p>Approx. 200</p>	<p>The Biodiversity Officer gave out various wildlife identification charts to children at Wallace Park Life.</p> 
<p>3. Honey Fair Hillsborough</p>	<p>6<sup>th</sup> August 2022</p>	<p>Hillsborough Castle</p>	<p>Approx 300</p>	<p>The Biodiversity Officer was invited to attend a craft stand at the Hillsborough Honey Fair. Making mini paper plant pots and promoting the ID charts for the pollinator plan</p> 

<p>4. Tree ID Walk &amp; Talk</p>	<p>19<sup>th</sup> August 2022</p>	<p>Glenmore Parkland Trail</p>	<p>Approx. 10</p>	<p>Tree ID Walk and Talk around Glenmore Parkland Trail  <b>Feedback:</b>  <i>Thank you for a very pleasant afternoon. An excellent Guide and a surprise refreshments. Patricia Shane</i></p> <p><i>My feedback is that it was a great event and the guide taking it was very knowledgeable and had a lot of interesting facts. Thank you very much, Robin</i></p> <p><i>Thank you Tracey. The Tree ID walk and talk was very enjoyable and informative. Both my wife and I enjoyed it very much. We would recommend it highly and would like to compliment the organisers on an excellent and well organised event. Regards P Kettle</i></p> <p><i>I thoroughly enjoyed the event yesterday. I learnt so much about the habitat and diversity of our local area.</i></p> <p><i>I never knew about the Glenmore Parkland and this was a great way to showcase it. Imagine not knowing that we had great spotted woodpeckers here or that there are 3 types of maple growing beside each other.</i></p> <p><i>Thank you for organising this and please pass on my thanks to Carl who was a pleasure to listen to. Well done to all involved. Best regards. Elma</i></p>	
<p>5. Bat Talk &amp; Walk</p>	<p>2<sup>nd</sup> Sept 2022</p>	<p>Castle Gardens</p>	<p>Approx. 20 people</p>	<p>Bat Talk learning fact about bats and getting to see 2 preserved bats up close followed with a walk around the park listening to bats using the Councils Bat detectors.</p>	

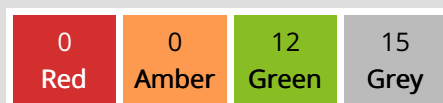
<p>6. Bat Talk &amp; Walk</p>	<p>14<sup>th</sup> Sept 2022</p>	<p>Moira Demesne</p>	<p>Approx. 25</p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  </div> <div style="width: 45%;"> <p>Bat Talk learning fact about bats and getting to see 2 preserved bats up close followed with a walk around the park listening to bats using the Councils Bat detectors.</p> <p><b>Feedback</b>  <i>Morning Tracey,                      Just wanted to give a quick follow up after the bat walk and talk on Wednesday night.                      What a fantastic evening. Cannot recommend yourself and Kerri highly enough.</i></p> <p><i>All 5 of us had a wonderful time. We learnt so much that we had no clue about. Kerri was very knowledgeable and was lovely answering all questions that were asked by the kids attending.</i></p> <p><i>Both my son and daughter were a bit afraid of bats when they hear them flying past our house at night so I thought this would be a great opportunity to have more of an understanding and to overcome their fear. Boy did it work - they are now all biz about bats and telling everyone about what they got up to Wednesday night.</i></p> <p><i>Allowing us to use the bat detecting equipment and walking around in the dark with someone who knows what they are talking about and knowing where to look was such a delight and we just cannot believe how many bats we actually managed to see and hear.</i></p> <p><i>THANK YOU both so much for organising this opportunity. Also thank you for the stationery - they were away into school on Thursday proud as punch with the stuff to show it off. All 3 of the kids have asked when we are going to do it again and want me to go out and buy a bat detector unit so we can do it ourselves at home and in the park.</i></p> <p><i>Looking forward to the next opportunity.</i></p> <p><i>Kirsty &amp; family</i></p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;">  </div>
<p><b><u>July – Sept 2022</u></b>  <b><u>Total of projects 6 projects</u></b></p>				<p><b><u>July – Sept 2022</u></b>  <b><u>Total of Participants 615</u></b></p>

# Performance Summary

All

(Type = 'Performance Improvement')

Thursday 10th of November 2022



Red = Target missed or measure overdue  
 Amber = Measure due but not complete  
 Green = Target met or exceeded  
 Grey = Measure not yet due

Environmental Services	3 Green	1 (Gy) Grey
Environmental Health	1 (G) Green	4 Grey
Parks & Amenities	4 Green	3 Grey
Sports Services	3 Green	3 Grey
Arts, Culture and Community Services	1 (G) Green	4 Grey

ENVIRONMENTAL HEALTH			DUE 30TH JUN 22						
216 : Entertainment Licensing & Events Guidance Availability of guidance online. <b>Entertainment Licensing guidance available online</b>			<table border="1"> <tr> <td>TARGET</td> <td>Yes</td> </tr> <tr> <td>ACTUAL</td> <td>Yes</td> </tr> </table>	TARGET	Yes	ACTUAL	Yes		
TARGET	Yes								
ACTUAL	Yes								
<table border="1"> <tr> <td>TARGET</td> <td>Yes</td> </tr> <tr> <td>ACTUAL</td> <td>Yes</td> </tr> </table>			TARGET	Yes	ACTUAL	Yes	<table border="1"> <tr> <td>STATUS</td> <td>Green</td> </tr> </table>	STATUS	Green
TARGET	Yes								
ACTUAL	Yes								
STATUS	Green								
Notes:									

ENVIRONMENTAL HEALTH			DUE 1ST APR 23						
216 : Entertainment Licensing & Events Guidance Availability of guidance online. <b>Online Entertainment Licensing guidance reviewed annually</b>			<table border="1"> <tr> <td>TARGET</td> <td>Yes</td> </tr> <tr> <td>ACTUAL</td> <td>No</td> </tr> </table>	TARGET	Yes	ACTUAL	No		
TARGET	Yes								
ACTUAL	No								
<table border="1"> <tr> <td>TARGET</td> <td>Yes</td> </tr> <tr> <td>ACTUAL</td> <td>No</td> </tr> </table>			TARGET	Yes	ACTUAL	No	<table border="1"> <tr> <td>STATUS</td> <td>Grey</td> </tr> </table>	STATUS	Grey
TARGET	Yes								
ACTUAL	No								
STATUS	Grey								
Notes:									

ENVIRONMENTAL HEALTH			DUE 1ST APR 23						
216 : Entertainment Licensing & Events Guidance Availability of guidance online. <b>Customer engagement to assess accessibility to online Entertainment Licensing guidance</b>			<table border="1"> <tr> <td>TARGET</td> <td>Yes</td> </tr> <tr> <td>ACTUAL</td> <td>No</td> </tr> </table>	TARGET	Yes	ACTUAL	No		
TARGET	Yes								
ACTUAL	No								
<table border="1"> <tr> <td>TARGET</td> <td>Yes</td> </tr> <tr> <td>ACTUAL</td> <td>No</td> </tr> </table>			TARGET	Yes	ACTUAL	No	<table border="1"> <tr> <td>STATUS</td> <td>Grey</td> </tr> </table>	STATUS	Grey
TARGET	Yes								
ACTUAL	No								
STATUS	Grey								
Notes:									

ENVIRONMENTAL HEALTH			DUE 1ST APR 23						
216 : Entertainment Licensing & Events Guidance Availability of guidance online. <b>Events guidance available online</b>			<table border="1"> <tr> <td>TARGET</td> <td>Yes</td> </tr> <tr> <td>ACTUAL</td> <td>No</td> </tr> </table>	TARGET	Yes	ACTUAL	No		
TARGET	Yes								
ACTUAL	No								
<table border="1"> <tr> <td>TARGET</td> <td>Yes</td> </tr> <tr> <td>ACTUAL</td> <td>No</td> </tr> </table>			TARGET	Yes	ACTUAL	No	<table border="1"> <tr> <td>STATUS</td> <td>Grey</td> </tr> </table>	STATUS	Grey
TARGET	Yes								
ACTUAL	No								
STATUS	Grey								
Notes:									

ENVIRONMENTAL HEALTH			DUE 1ST APR 23						
216 : Entertainment Licensing & Events Guidance Availability of guidance online. <b>Online events guidance reviewed annually</b>			<table border="1"> <tr> <td>TARGET</td> <td>Yes</td> </tr> <tr> <td>ACTUAL</td> <td>No</td> </tr> </table>	TARGET	Yes	ACTUAL	No		
TARGET	Yes								
ACTUAL	No								
<table border="1"> <tr> <td>TARGET</td> <td>Yes</td> </tr> <tr> <td>ACTUAL</td> <td>No</td> </tr> </table>			TARGET	Yes	ACTUAL	No	<table border="1"> <tr> <td>STATUS</td> <td>Grey</td> </tr> </table>	STATUS	Grey
TARGET	Yes								
ACTUAL	No								
STATUS	Grey								
Notes:									

ENVIRONMENTAL SERVICES			DUE 30TH JUN 22				
191 : Online services Impact of the services available online within the Environmental Services Directorate. <b>Usage of the 8 services available online within the Environmental Services Directorate</b>			<table border="1"> <tr> <td>TARGET</td> <td>Yes</td> </tr> <tr> <td>ACTUAL</td> <td>Yes</td> </tr> </table>	TARGET	Yes	ACTUAL	Yes
TARGET	Yes						
ACTUAL	Yes						
Notes:							

ENVIRONMENTAL SERVICES			DUE 30TH JUN 22				
191 : Online services Impact of the services available online within the Environmental Services Directorate. <b>Development of the customer engagement methods</b>			<table border="1"> <tr> <td>TARGET</td> <td>Yes</td> </tr> <tr> <td>ACTUAL</td> <td>Yes</td> </tr> </table>	TARGET	Yes	ACTUAL	Yes
TARGET	Yes						
ACTUAL	Yes						
Notes:							

ENVIRONMENTAL SERVICES			DUE 30TH SEP 22				
191 : Online services Impact of the services available online within the Environmental Services Directorate. <b>Customer engagement carried out</b>			<table border="1"> <tr> <td>TARGET</td> <td>Yes</td> </tr> <tr> <td>ACTUAL</td> <td>Yes</td> </tr> </table>	TARGET	Yes	ACTUAL	Yes
TARGET	Yes						
ACTUAL	Yes						
Notes:							

ENVIRONMENTAL SERVICES			DUE 1ST APR 23				
191 : Online services Impact of the services available online within the Environmental Services Directorate. <b>Report on outcomes of customer engagement and detail any improvements made or recommended</b>			<table border="1"> <tr> <td>TARGET</td> <td>Yes</td> </tr> <tr> <td>ACTUAL</td> <td>No</td> </tr> </table>	TARGET	Yes	ACTUAL	No
TARGET	Yes						
ACTUAL	No						
Notes:							

PARKS & AMENITIES			DUE 1ST APR 23				
187 : Biodiversity Projects Number of biodiversity projects delivered during 2022/23. <b>Number of biodiversity projects delivered during 2022/23</b>			<table border="1"> <tr> <td>TARGET</td> <td>5</td> </tr> <tr> <td>ACTUAL</td> <td>15</td> </tr> </table>	TARGET	5	ACTUAL	15
TARGET	5						
ACTUAL	15						
Notes: Total of 9 projects April –June 2022, Total of 6 projects July - September 2022							



PARKS & AMENITIES			DUE 1ST APR 23		
187 : Biodiversity Projects Number of biodiversity projects delivered during 2022/23. <b>Number of participants in the biodiversity projects</b>			TARGET 100	ACTUAL 836	STATUS <b>Green</b>
TARGET	100				
ACTUAL	<b>836</b>				
Notes: Total of 221 Participants April -June 2022, Total of 615 Participants July - September 2022					

PARKS & AMENITIES			DUE 1ST APR 23		
189 : CSAW programmes CSAW programme KPIs. <b>Number of CSAW programmes delivered during 2022/23</b>			TARGET 30	ACTUAL 33	STATUS <b>Green</b>
TARGET	30				
ACTUAL	<b>33</b>				
Notes: 23 CSAW programmes were delivered in Q1 of 2022/23 10 CSAW programmes were delivered in Q2 of 2022/23					

PARKS & AMENITIES			DUE 1ST APR 23		
189 : CSAW programmes CSAW programme KPIs. <b>Number of CSAW programme participants during 2022/23</b>			TARGET 450	ACTUAL 521	STATUS <b>Green</b>
TARGET	450				
ACTUAL	<b>521</b>				
Notes: Q1 - There were 334 participants in the CSAW programmes Q2 - There were 187 participants in the CSAW programmes					

PARKS & AMENITIES			DUE 1ST APR 23		
213 : Sustainability Projects Woodland & Horticulture programmes. <b>Number of woodland programmes</b>			TARGET 20	ACTUAL	STATUS <b>Grey</b>
TARGET	20				
ACTUAL					
Notes: 11 programmes have been delivered during Q1 & Q2					

PARKS & AMENITIES			DUE 1ST APR 23		
213 : Sustainability Projects Woodland & Horticulture programmes. <b>Number of horticulture programmes</b>			TARGET 20	ACTUAL	STATUS <b>Grey</b>
TARGET	20				
ACTUAL					
Notes: 5 programmes were delivered during Q1&Q2 these include: 2 x Flower arranging workshops, 3 x hanging basket workshops					

PARKS & AMENITIES		DUE 1ST APR 23		
213 : Sustainability Projects Woodland & Horticulture programmes. <b>Number of participants</b>		TARGET 500	ACTUAL	STATUS Grey
TARGET	500			
ACTUAL				
Notes: During Q1&Q2 there were approx 497 participants in the horticulture programmes				

SPORTS SERVICES		DUE 30TH JUN 22		
217 : Vitality Household Membership Impact of Vitality Household Membership. <b>Consultant appointed</b>		TARGET Yes	ACTUAL Yes	STATUS Green
TARGET	Yes			
ACTUAL	Yes			
Notes:				

SPORTS SERVICES		DUE 30TH JUN 22		
217 : Vitality Household Membership Impact of Vitality Household Membership. <b>Research carried out</b>		TARGET Yes	ACTUAL Yes	STATUS Green
TARGET	Yes			
ACTUAL	Yes			
Notes: The consultant Otium was appointed by the end of June 22. Research was completed by the end of September aside from focus groups which had to be postponed due to impact of ongoing Industrial Action. There were 1510 responses to the Vitality survey including 579 non-members.				

SPORTS SERVICES		DUE 30TH SEP 22		
217 : Vitality Household Membership Impact of Vitality Household Membership. <b>Infographic Report presented</b>		TARGET Yes	ACTUAL Yes	STATUS Green
TARGET	Yes			
ACTUAL	Yes			
Notes: Initial infographic report was received in draft format by the end of September.				

SPORTS SERVICES		DUE 31ST DEC 22		
217 : Vitality Household Membership Impact of Vitality Household Membership. <b>Review and evaluation of research</b>		TARGET Yes	ACTUAL No	STATUS Grey
TARGET	Yes			
ACTUAL	No			
Notes:				

SPORTS SERVICES		DUE 31ST DEC 22		
217 : Vitality Household Membership Impact of Vitality Household Membership. Testimonies and customer feedback presented		TARGET Yes	ACTUAL No	STATUS Grey
TARGET	Yes			
ACTUAL	No			
Notes:				

SPORTS SERVICES		DUE 1ST APR 23		
217 : Vitality Household Membership Impact of Vitality Household Membership. Consideration of opportunities for an improved customer experience		TARGET Yes	ACTUAL No	STATUS Grey
TARGET	Yes			
ACTUAL	No			
Notes:				

ARTS, CULTURE AND COMMUNITY SERVICES		DUE 1ST APR 23		
190 : Participatory Budgeting Participatory Budgeting initiative across 3 DEAs during 2022/23. Number of applications received		TARGET 60	ACTUAL	STATUS Grey
TARGET	60			
ACTUAL				
Notes: Three dates have been confirmed for the Participatory Budgeting Initiatives in each of the following 3 DEA's Lisburn South - 22 October 2022 Downshire East - 3rd December 2022 Lisburn North - 28 January 2023				

ARTS, CULTURE AND COMMUNITY SERVICES		DUE 1ST APR 23		
190 : Participatory Budgeting Participatory Budgeting initiative across 3 DEAs during 2022/23. Number of awards made		TARGET 45	ACTUAL	STATUS Grey
TARGET	45			
ACTUAL				
Notes: Three dates have been confirmed for the Participatory Budgeting Initiatives in each of the following 3 DEA's Lisburn South - 22 October 2022 Downshire East - 3rd December 2022 Lisburn North - 28 January 2023				

ARTS, CULTURE AND COMMUNITY SERVICES		DUE 1ST APR 23		
218 : Grant Aid Digital Grant Aid System. A digital grant aid system has been launched		TARGET Yes	ACTUAL No	STATUS Grey
TARGET	Yes			
ACTUAL	No			
Notes:				

ARTS, CULTURE AND COMMUNITY SERVICES		DUE 30TH SEP 22		
219 : Community Conversations In Anahilt & Drumbo. <b>Village plan developed for Anahilt by end of September 22</b>		TARGET Yes	ACTUAL Yes	STATUS <b>Green</b>
TARGET	Yes			
ACTUAL	<b>Yes</b>			
Notes: Village Plan and Action Plan have been completed				

ARTS, CULTURE AND COMMUNITY SERVICES		DUE 1ST APR 23		
219 : Community Conversations In Anahilt & Drumbo. <b>Village plan developed for Drumbo by end of March 23</b>		TARGET Yes	ACTUAL No	STATUS <b>Grey</b>
TARGET	Yes			
ACTUAL	<b>No</b>			
Notes:				



# Governance & Audit Committee

## 8<sup>th</sup> December 2022

### Report from:

Performance Improvement Officer

### Item for Noting

**TITLE:** Complaints Report – Q2

### Background and Key Issues:

1. Attached under **Appendix I** is a comparative report taken from the Council’s Customer Care System. This report details the number of comments, complaints and compliments in Quarter 2 (July - September inclusive) of 2022/23.
2. This report is presented for consideration and scrutiny as appropriate.

### Recommendation:

It is recommended that Members note the appended report.

### Finance and Resource Implications

N/A

### Screening and Impact Assessment

#### 1. Equality and Good Relations

Has an equality and good relations screening been carried out on the proposal/project/policy?  No

**If no, please provide explanation/rationale**

N/A

If yes, what was the outcome?:

**Option 1**

Screen out without mitigation

Yes/No

**Option 2**

Screen out with mitigation

Yes/No

**Option 3**

Screen in for a full EQIA

Yes/No

**Rationale for outcome/decision (give a brief explanation of any issues identified including mitigation and/or plans for full EQIA or further consultation)**

**Insert link to completed Equality and Good Relations report:**

**2. Rural Needs Impact Assessment:**

Has consideration been given to Rural Needs?

No

Has a Rural Needs Impact Assessment (RNIA) template been completed?

No

**If no, please given explanation/rationale for why it was not considered necessary:**

N/A

**If yes, give brief summary of the key rural issues identified, any proposed actions to address or mitigate and include the link to the completed RNIA template:**

**SUBJECT TO PLANNING APPROVAL:**

No

If Yes, "This is a decision of this Committee only. Members of the Planning Committee are not bound by the decision of this Committee. Members of the Planning Committee shall consider any related planning application in accordance with the applicable legislation and with an open mind, taking into account all relevant matters and leaving out irrelevant consideration".

**APPENDICES:**

**Appendix I** – comments, complaints and compliments in Quarter 2 (July - September inclusive) of 2022/23.

**HAS IT BEEN SUBJECT TO CALL IN TO DATE?**

No

If Yes, please insert date:

# Customer Care Report

# Q2

1st July –  
30th September  
2022

Lisburn & Castlereagh City Council

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### 1.0 Customer Care Analysis

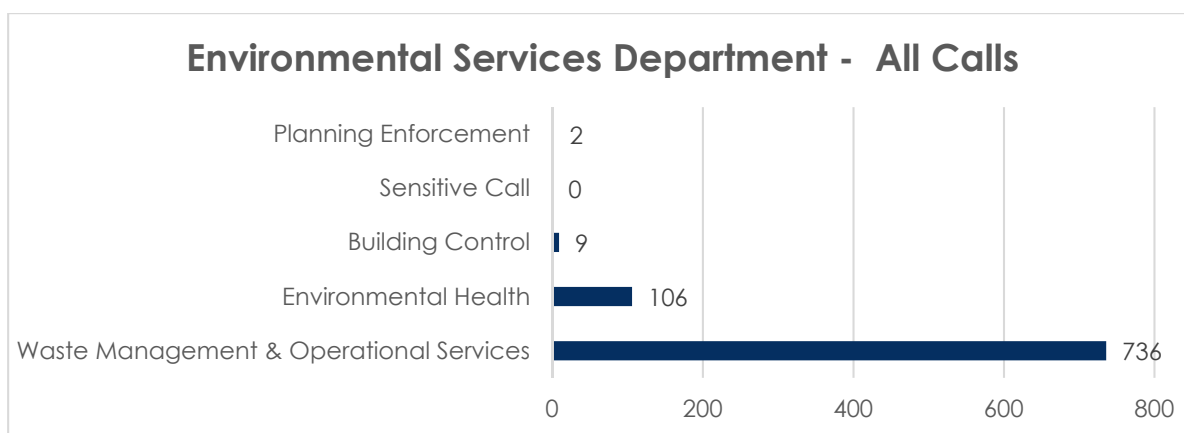
Call Type	Q3 2021-2022	Q4 2021-2022	Q1 2022-2023	Q2 2022 - 2023
Service Requests	740	825	947	670
Complaints	116	155	292	179
Compliments	42	43	49	36
Comments	41	40	52	89
<b>TOTAL CALLS</b>	<b>949</b>	<b>1063</b>	<b>1340</b>	<b>974</b>

Customer Care calls decreased between Q1 and Q2 by 366, a reduction of 27.3%. Complaints also decreased by 113 (39%) to 179. Comments received through Customer Care increased by 37 to 89, Compliments decreased in Q2 by 13 to 36.

### 1.1 Analysis of Customer Care Calls in Q2 per Department

Department	Comments	Complaints	Compliments	Service Requests	TOTAL
C.E. Office	0	0	0	0	0
Environmental Services	69	105	12	667	853
Finance & Corporate Services	0	4	7	2	13
Leisure & Community	19	55	12	0	86
Service Transformation	1	15	5	1	22
Non Council	0	43	0	0	43
<b>TOTAL</b>	<b>89</b>	<b>222</b>	<b>36</b>	<b>670</b>	<b>1017</b>

### 1.2 A breakdown of calls received for the Environmental Services Department is as follows:

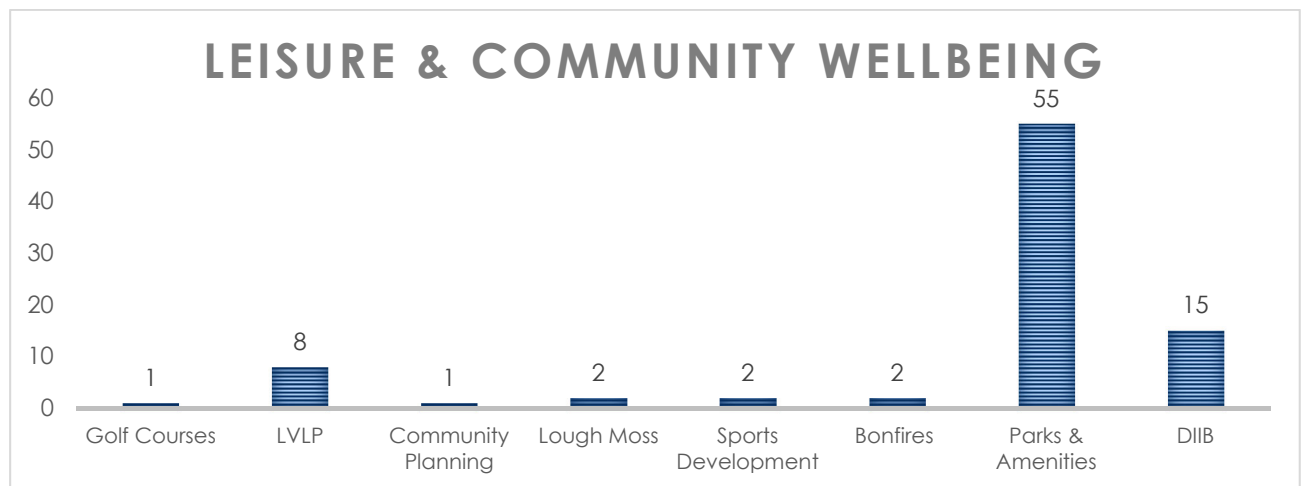


Overall 853 Customer Care calls were logged to Environmental Services, 736 of these were for Waste Management and Operational Services. A total of 661 calls were in relation to Domestic Refuse Collection; the three main reasons for these calls were missed bins during collection, bins going missing and damage to bins. Information from Environmental Services shows that there is no clear reason as to why the bins sustain damage during collection.

All correspondence that was received by Customer Care in relation to the Industrial Action was categorised as a comment within Domestic Refuse Collection. This would explain the increase in comments from Q1 from **52** to **89**. (These were logged for reporting purposes.) Although it was outside the period of Q2, 97 calls in relation to the Industrial Action were logged in October on Customer Care.

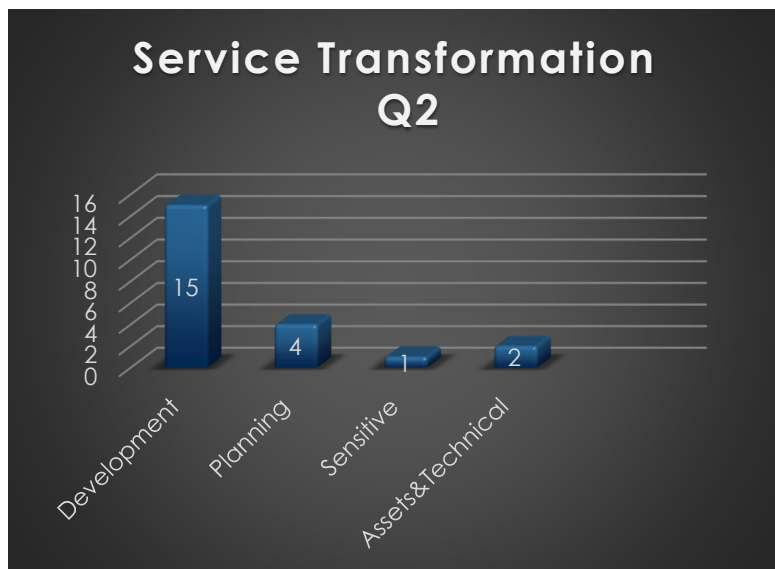
There were 106 calls logged for Environmental Health. The main categories continue to be; fly tipping and dog control with a number of Service Requests also logged under off street parking, public health & housing, noise, air quality and animal welfare. The majority of calls received for Environmental Health continue to be through the Reportall App.

**1.3 A breakdown of calls received for Leisure & Community Wellbeing is as follows:**



Within the Leisure & Community Wellbeing Department Parks & Amenities continue to receive the majority of calls (**55**). There were 29 complaints and these were in relation to Wallace Park, Barbour Playing Fields, Billy Neill, Moira Demesne, Duncans Dam, Castle Gardens, Cemeteries, Lambeg Park and Moat Park. Dundonald International Ice Bowl received a total of 15 calls, 12 of these were complaints regarding the ice rink, bowling alley, customer service, the caravan park and flags. LVLP received 8 calls, all complaints in relation to bookings, opening times, timetables, accident reporting and closures due to the passing of Her Majesty Queen Elizabeth.

**1.4 A breakdown of calls received for Service Transformation is as follows:**



22 calls were logged under Service Transformation. 15 calls were logged for Development. 11 calls were complaints in relation to Hillsborough Forest, Carryduff and City Centre Issues. 3 compliments were logged for Hillsborough Forest and recent events. 1 comment was logged in relation to the availability of Motorhome park ups and service areas. 3

complaints were logged for Planning and one further complaint was sensitive.

**1.5 A breakdown of calls received for Finance & Corporate Services were all within the Corporate Communications and Administration Service Unit as follows:**

Q2					
Area	Comments	Complaints	Compliments	Service Requests	Total
Corporate Communications	0	1	0	0	1
Registration	0	0	1	0	1
Centre Management	0	1	6	0	7
Central Support	0	2	0	0	2
PCSP	0	0	0	2	2
<b>TOTAL</b>	<b>0</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>13</b>

The 4 complaints were in relation to a number of issues including; lack of information regarding the Industrial Action, customer service at LVI and citizenship ceremonies. The 7 compliments received were in relation to events/conferences at LVI, excellent customer service and the end of a lease at Bradford Court.

## 2.0 Complaints Analysis

	Q3 2021/2022	Q4 2021/2022	Q1 2022/2023	Q2 2022/2023
Chief Executive	0	0	0	0
Environmental Services	59	118	89	105
Finance & Corporate Services	0	2	3	4
Leisure & Community Wellbeing	19	30	56	55
Service Transformation	9	3	144	15
<b>LCCC Complaints Total</b>	<b>87</b>	<b>155</b>	<b>292</b>	<b>179</b>
Non Council Complaints	29	33	50	43
<b>Total inclusive of Non Council</b>	<b>116</b>	<b>188</b>	<b>342</b>	<b>222</b>

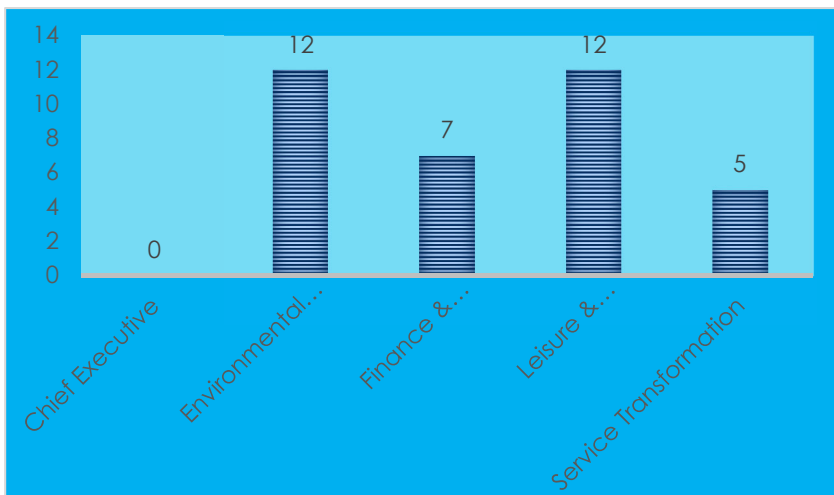
The number of complaints received during Q2 fell by 38.7% to 179 following the previous increase in Q1 within Service Transformation. Environmental Services saw an increase of 16 complaints mainly due to litter bins not being emptied.

The table below provides some examples of the comments and complaints received during Q2.

	Department	Service	Issue
<b>Comment</b>	Environmental Services	Street Cleaning Refuse Collection Dom. Recycling Bryson House	Sweeping requests Industrial Action correspondence Query re. policies Assisted lift query
<b>Comment</b>	Leisure & Community Services	Parks & Amenities  Bonfires DIIB Com. Planning	Wallace Park – gates - Basketball Court – litter, Bonfires, Bio-diversity – tree planting– invasive species, Cairnshill pitches, Kirkwood Road pitches, standard of football pitches Bonfire at Glenmore Flag flying Jubilee Celebrations
<b>Comment</b>	Service Trans.	Tourism	Motorhome Parkups and service areas
<b>Complaints</b>	Environmental Services	Environmental Health Waste Management	Service cost, customer service Bins not collected /damaged/missing back door collections, property damage, collection times Bryson House Contract – Bins not collected, damaged Amenity Sites, entry/access

	Department	Service	Issue
		Building Control	Customer Service Inspection standards
Complaints	Finance & Corporate Services	Central Support Centre Management Corporate Comms	Citizenship Ceremony Customer Service Strike action Information
Complaints	Leisure & Community Services	Parks & Amenities  LVL DIIB  Lough Moss Sports Development	Moira Demesne – toilets Wallace Park – toilets, ASB Barbour Park – parking, glass Duncans Dam, Billy Neill - access Health & Safety issues , graffiti Bookings, timetables, closures Ice rink, customer service, bowling facilities, caravan park showers Changing rooms Fun Run, prize money
Complaints	Service Transformation	Planning Econ. Develop.  Regeneration	Planning objections Hillsborough Forest Park – toilets, Sculpture Trail Carryduff, city centre projects, toilets

### 3.0 Compliments



There were 36 compliments received during Q2. Environmental

A few examples of the compliments that were received were as follows:

#### ENVIRONMENTAL SERVICES

*I just want to thank you very much for the great clear nameplate which the Council guys put in place yesterday. It is a great job and exactly what was needed. Many thanks for all your help and support on this matter. 17/08/22*

### ENVIRONMENTAL SERVICES

*Hello Paul. Just following up on my complaint. Many thanks to you for sorting this out quickly for me, as I had a call today from a Mr Poots at the Central Services Depot. Mr Poots advised me that both bins are sanctioned for lifting fortnightly and that the appropriate stickers are applied to them. I would be grateful if you could pass on my thanks to Mr Poots for his time and expertise in this matter He is a great asset to your services. 15/09/22*

### FINANCE & CORPORATE SERVICES

*Hi Sarah, Thanks for everything yesterday - all worked out brilliantly - it was actually all up and running when I got there one of our own staff had it sorted by the time I arrived. Sorry I never got to meet you – but I am sure we will back soon. Parking was brilliant and we were made to feel so welcome. 01/07/22*

### FINANCE & CORPORATE SERVICES

*Hello David, It is hard to believe we are approaching the end of our period as your tenants in Bradford Court....the time has flown by! That is reflective of how smooth we found the whole experience so I want to express thanks to you and the Council for facilitating our lease, and a special thanks to the two Catherine's and Mark on site who have been excellent help to us; nothing was ever a problem for them – they are a credit to your organisation. 16/08/22*

### LEISURE & COMMUNITY SERVICES

*Thank you for maintaining Moat Park as a lovely public space. I have enjoyed the wildflowers. Thank you too for the programme of Community Music performances on Sunday afternoons. Live music in the park in the summer is a bonus.  
12/09/22*

**LEISURE & COMMUNITY SERVICES**

*Dear Ross/Allister and Michael, I just wanted to thank you all for your help - my Mother's tree was planted, with help from Michael, this afternoon. Michael was very helpful and had found a great location in the Park and prepared the ground so that the planting could be carried out easily. I will be sure to check out its progress whenever I am over visiting my Mum and look forward to seeing it doing well - it will appreciate the extra space! Once again, thanks for your efforts - much appreciated 20/09/22*

**SERVICE TRANSFORMATION**

*I would like to praise the council for the wonderful sculpture installations in Hillsborough forest park. My husband, two children and I think that they bring art and a new interest to the landscape. My sons run towards them and the sculptures make them look up and interact with the forest. I have heard many negative comments about them but I love the statues and would be angry and disappointed if they were to be removed. I especially like the big green Pan statue and the lamp. They are fun and eye catching and do not detract from the man made forest. I really hope that the council continues with the installation and trail and does not remove any of them because some people have overreacted. The forest is for everyone and I have lived in Hillsborough for 45 years and I think they are great. I'm very pleased that the council has had the courage to bring art to the public in this way. 15/07/22*

**SERVICE TRANSFORMATION**

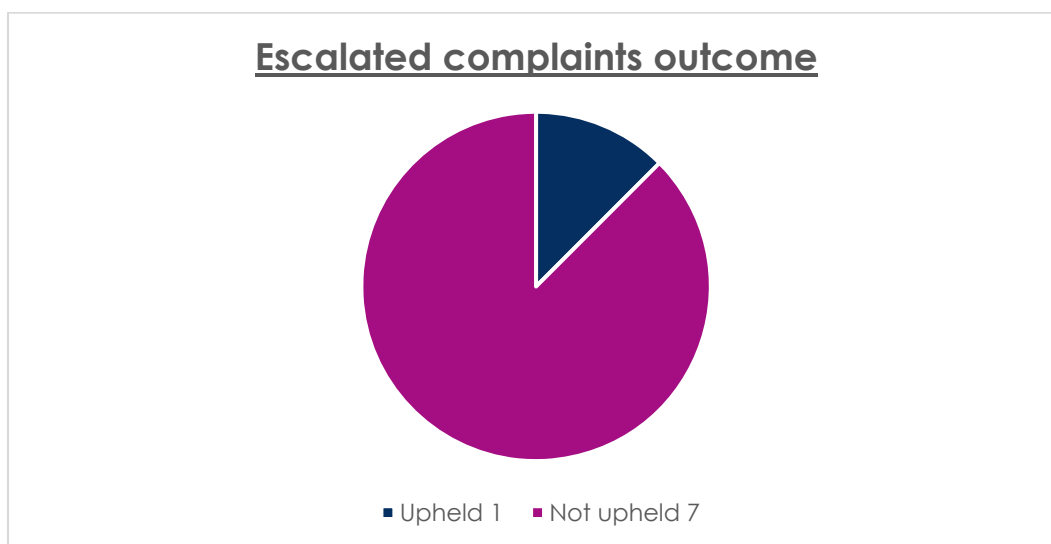
*Hi Melanie, We just wanted to let you know as a company how beneficial the vouchers for the tea dance have been to us and it's very much appreciated. As a result we find we get new customers from these events and extra purchase are made when they are in spending their vouchers. As a lot of small businesses the last couple of years have been challenging and it's great to see the activity returning to the Square. Keep up the good work. 31/08/22*

### 4.0 REPORTALL APP

There were 90 calls logged to Customer Care that were received through use of the ReportAll App. The most common reasons for reported incidents on the app continue to be fly tipping and dog fouling. Other calls received were in relation to animal welfare, litter bins needing emptied, street cleansing/sweeping, litter, reports of dead animals, anti-social behaviour, graffiti, noise pollution, facilities damaged and abandoned cars. This continues to be a well-used method of communication for the public.

### 5.0 ESCALATED COMPLAINTS

There were 8 complaints escalated to Stage 2 – Director Level in Q2.



There were 2 complaints escalated to Stage 3, Ombudsman in Q2.

Reference	Date Escalated	Directorate	Complaint	Outcome
CC Ref. 046096	6 <sup>th</sup> July 2022	Service Transformation	Sculpture Trail	No further action
CC Ref. 049836	6 <sup>th</sup> September 2022	Service Transformation	Go For It Programme	Awaiting decision



### 6.0 CUSTOMER SATISFACTION SURVEY

Customer Satisfaction Surveys ask the customer to rate their communication with LCCC in relation to the handling of their complaint, it is not about the outcome of their complaint. During Q2 there were **92** surveys sent out with a return of **21**.

DEPARTMENT	EXCELLENT	GOOD	ACCEPTABLE	POOR	TOTAL
CHIEF EXECUTIVE	0	0	0	0	0
ENVIRONMENTAL SERVICES	5	1	1	2	9
LEISURE & COMMUNITY	1	3	0	2	6
SERVICE TRANSFORMATION	0	1	0	0	1
NON COUNCIL	2	1	1	1	5
<b>TOTAL</b>	<b>8</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>21</b>

When customers receive their Satisfaction surveys they are asked for a one word reply. Excellent, Good, Acceptable and Poor. On occasion they will also attach a comment with their response.

This feedback is passed on to the relevant service.



**“Replacement bin was delivered when requested, thanks” 25/08/22**



**“Excellent. Issue reported via ReportAll app and then I got a call to confirm some details about the issue. A few days later the offending item was gone. Thanks, Mark” 25/08/22**



**“Overhanging branch. More than happy with how it was handled” 09/08/22**



## Governance & Audit Committee

8<sup>th</sup> December 2022

### Report from:

Performance Improvement Officer

### Item for Decision

**TITLE:** 'YOU SAID WE DID' ON OUTCOMES FROM CONSULTATION REPORT ON THE DRAFT PERFORMANCE IMPROVEMENT OBJECTIVES 2022/23

### Background and Key Issues:

1. The 2022 Consultation was an online consultation exercise which was carried out during April and May 2022. In addition to this two focus groups were held in both sides of the council area; one in Lisburn and one in Castlereagh with 23 consultees participating across the two days.
2. Council made use of various social media platforms, as well as the Council's online survey tool known as 'Smart Survey'. Consultees included; residents, staff, community groups, local businesses, as well as representatives from the statutory and voluntary sector.
3. At the close of the consultation a total of 74 responses were received from the online survey.
4. In addition to points raised on the Improvement objectives and projects the consultees also raised additional issues.
5. Attached under Appendix I is a report detailing the 'You Said We Did' update on these additional points raised during the 2022 consultation.
6. This report is presented for consideration and scrutiny as appropriate.

### Recommendation:

It is recommended that Members agree this report.

**Finance and Resource Implications**

N/A

**Screening and Impact Assessment**

**1. Equality and Good Relations**

Has an equality and good relations screening been carried out on the proposal/project/policy?

**If no, please provide explanation/rationale**

N/A

If yes, what was the outcome?:

<b>Option 1</b> Screen out without mitigation	<input type="text" value="Yes/No"/>	<b>Option 2</b> Screen out with mitigation	<input type="text" value="Yes/No"/>	<b>Option 3</b> Screen in for a full EQIA	<input type="text" value="Yes/No"/>
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**Rationale for outcome/decision (give a brief explanation of any issues identified including mitigation and/or plans for full EQIA or further consultation)**

**Insert link to completed Equality and Good Relations report:**

**2. Rural Needs Impact Assessment:**

Has consideration been given to Rural Needs?	<input type="text" value="No"/>	Has a Rural Needs Impact Assessment (RNIA) template been completed?	<input type="text" value="No"/>
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**If no, please given explanation/rationale for why it was not considered necessary:**

N/A

**If yes, give brief summary of the key rural issues identified, any proposed actions to address or mitigate and include the link to the completed RNIA template:**

**SUBJECT TO PLANNING APPROVAL:**

No

If Yes, "This is a decision of this Committee only. Members of the Planning Committee are not bound by the decision of this Committee. Members of the Planning Committee shall consider any related planning application in accordance with the applicable legislation and with an open mind, taking into account all relevant matters and leaving out irrelevant consideration".

**APPENDICES:**

Appendix I is a copy of the 'You Said We Did' update on the additional points raised during 2022 consultation

**HAS IT BEEN SUBJECT TO CALL IN TO DATE?**

Yes/No

If Yes, please insert date:

# 'You Said We Did'

## Outcomes from the Consultation on Lisburn & Castlereagh City Council's Draft Improvement Objectives for 2022/23



Summary of comments from question 9 & 10 by service area	'You Said We Did'
<p><b><u>CITY CENTRE</u></b> Lisburn Town Centre more shops and more hospitality</p> <p>More open air concerts &amp; outdoor events aimed at the young adults to give them more involvement as a community</p> <p>Night time economy. Culture as an economic driver.</p>	<p>The Urban Investment Fund has supported 18 new businesses to open across Lisburn City Centre since mid-2020 to date. There are 5 new business aiming to open in the City Centre in the next few months. On-going surveys conclude that there are ample hospitality businesses in the City Centre, particularly coffee shops.</p> <p>The City centre events programme is beginning to get back on track following the removal of the Covid restrictions in the City Centre. We continually review the events programme to see how we can get the young adult demographic involved. We will liaise with our colleagues in Communities to assist in this communication via the Youth Council and other relevant networks.</p> <p>The City Centre Regeneration team are working with the Irish Linen Centre and the Island Arts Centre, towards the enhancement of the evening economy to deliver a programme of cultural events as part of the wider partnership approach e.g. the community lantern parade as part of Twilight Nights planned for October 22.</p>

**ARTS SERVICE**

Expansion of Lagan Valley Arts Programmes as the demand is higher than supply but coming out of covid lockdown etc they are a lifeline to citizens..... especially the pottery!

I would like to know how you are thinking of improving access to Arts and Cultural activities. LCCC is the only council not to have reopened its arts facility since the pandemic.

I think it has been proven during Covid that heritage and the arts have a role to play in wellbeing and social inclusion yet these areas are not reflected in the plan

The Council recognises that Arts and Culture was a lifeline to many during Covid and a number of services within this area were provided digitally during the pandemic. In addition to the digital offering, parks and open spaces were opened to the public during and post pandemic to allow residents to avail of many Arts and Culture events as these spaces were able to facilitate social distancing.

The Arts service has reopened and is fully operational and the autumn winter programme has been launched and is in place. Many pottery classes will be available in autumn/winter programme.

A link to the programme of events can be found by clicking here:

<https://islandartscentre.com/whats-on>

The Arts service also includes a community arts outreach programme. A link to this can be found by clicking here:

<https://islandartscentre.com/community-arts-education/>

**WEBSITE & DIGITAL**

The website - sometimes it is difficult to find the information wanted. Can be hard to find email addresses of people to contact.

The huge overarching aim should be to increase public awareness and ease of involvement. I suggest a monthly emailed newsletter highlighting major upcoming things in that City.

Engaging with public in Council area - Good. Ensuring a good communication plan.

A new council website is currently being developed as part of the Council's new Digital Customer Experience Platform. Public consultation as well as an internal staff consultation has been carried out to determine needs and preferences. The Governance of this project is cross departmental and is led by the Corporate Communications Team. The aim is to provide an increased number of digitised services that will enable our residents the access to these on a 24/7 basis.

It is planned to produce the Council's Citywide magazine in a digital format and within this there will be a 'What's On' section highlighting major upcoming events in the City. This digital magazine will be produced biannually as a Spring and Winter edition.

Compliment noted.



**PARKS & AMENITIES**

Additional play parks needed.

Review of playparks for children to determine to what extent children with disabilities needs are met.

More community involvement in environmental schemes like planting and re-wilding public areas. More incentives for the community to get involved in looking after our natural environments.

Improve access to public toilets in car park adjacent to 'The Fold' Hillsborough. Also, Hillsborough Forest toilet access and appropriate directional signage

Noted that the toilets are shut at teatime for Hillsborough Forest in the car park – can this be extended

Requests for additional playparks are considered by the Leisure & Community Development Committee in the first instance. Public consultations are carried out to determine need and land acquisition and funding options are also considered. All LCCC playparks are DDA compliant with engaging provision made for children with disabilities.

Our communities play a significant role in environmental schemes such as planting and re-wilding public areas. We have several volunteer projects and we promote the 'Adopt a Spot' programme and will continue to encourage our communities to look after our natural environments and welcome feedback and ideas from the public.

The public toilets in the car park adjacent to 'The Fold' in Hillsborough, have recently been refurbished. This has resulted in improved disability toilet provision and DDA access, well as new baby changing facilities. Toilets are open 9am-9pm during the summer months and 9am-5pm in the winter months. There is temporary directional signage in place as we await permanent signage being installed.

The Hillsborough Forest toilets, which are DDA accessible, are located in the playpark and are open 9am-9pm during the summer months and 9am-5pm in the winter months. The toilets located within the Hillsborough Fort are owned and managed by Historic Royal Palaces (Hillsborough Castle) and have been closed for several years.

<p><b><u>SPORTS SERVICES</u></b></p> <p>More advertising &amp; promotion of activities in Sports facilities.</p> <p>I would like to see them consider a local swimming pool which should have been included in the new Dundonald Ice Bowl plans because basically all that money is being spent on exactly the same services that is offered at the moment. Dundonald is coming down with gym facilities in the area. Our schools have to go into another council borough to learn to swim, which is a disgrace. Avoniel used to offer water aerobics and it was always very busy. We need a local swimming pool for the kids and the elderly. Not everyone wants to attend a gym, so the facilities available are definitely not inclusive for the people of Dundonald.</p> <p>The cost of the Vitality membership should be urgently reviewed as rate payers being almost extorted to use facilities that are already subsidised by what we pay in rates.</p> <p>More spaces in the evening for lane swimming.</p> <p>More access to free activities for those on low income/in poverty and more provision for teenagers.</p>	<p>The advertising &amp; promotion of activities in Sports Services is dictated by operational capacity and the availability of activities. Seasonal peaks and troughs will also ensure marketing resources are targeted appropriately.</p> <p>As part of the business case proposed new capital projects are planned on the basis of proximity to other similar facilities not just those within the LCCC area. E.g the Lisnasharragh swimming pool is a Centre of Excellence for swimming and is located close to Dundonald International Ice Bowl.</p> <p>The vast majority of public feedback on the issue of affordability of Vitality membership is very positive. The cost of the Vitality membership is constantly under review. Independent research is currently underway an element of which will consider this matter.</p> <p>Balancing the provision of open swimming and lane swimming is constantly reviewed on an ongoing basis.</p> <p>Vitality offers a wide range of activities for all ages including teenagers.</p>
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Aerobic classes at Lough Moss are too cramped and packed for such a small room – too close proximity with other users.  
 Hopefully this has changed post covid  
 Online bookings should remain

Leisure facilities – surveys should be available at the tills/reception

No transport link from Ballybeen to DIIB

All available space is utilised to provide as comfortable an environment as possible. This is planned around the activity programme being delivered.  
 Availing of appropriate areas within the centre.  
 Online bookings will be remaining for appropriate activity.

All Leisure facilities have survey post boxes and we welcome feedback from our customers.

All transport links across the Council area are reviewed under Community Planning. The Council is also keen to provide active travel and the bridge from the Comber Greenway is now open providing access to DIIB.

**COMMUNITIES**

Access to youth support workers and an easier way to find what we are looking for in the maze of Council departments. Access to our local support worker necessary. G. Woods was excellent and hope her replacement Gareth will be the same

Be more inclusive with the communities

I would like to see more advertising of group activities within the area I live, Dundonald. There is currently not enough advertising

Ensure residents involved from beginning - co-design followed by co-production

More Community events in places not just based in Lisburn centre - rural areas needed badly

All staff trained in Mental Health and suicide prevention.

We have Community Development Officers that are assigned to specific areas of the council and are inclusive in communities. They meet regularly with Community groups to provide support and assistance and they are constantly developing and implementing programmes for the community. They also provide funding support and they promote access to council funding.

<https://www.lisburncastlereagh.gov.uk/resident/community-services/community-support>

The Council produces a monthly e-zine which provides a comprehensive overview of what is happening in the council area. Community activities and events are promoted on the council social media platforms.

Co-design followed by co-production is fully endorsed and promoted throughout our Community Planning eg the Community Conversations within Annahilt. The Council plans to do same in Drumbo. Both of these areas are rural communities.

Council aims to deliver services across rural and urban areas e.g. Park Life in Moat Park, Moira Demesne and Wallace pk. Community festivals programme provided £82K of funding in 22/23, and 29 groups were funded across the council area. Community Support Grants provided £244k of funding to approx. 71 groups across council area.

Staff trained in Mental Health and suicide prevention is the remit of Health and Social Care. The council can signpost to community planning partners.

<p>Easier access to Council services for those in Castlereagh/Dundonald areas.</p> <p>Prioritising and supporting the further development of intergenerational activity that connects older people and younger people through meetings, age friendly schools initiatives, training and funding opportunities. Increase capacity and raise awareness of intergenerational practice. Social connection between all ages - vital to tackle loneliness and isolation. Intergenerational activities to support and empower local communities</p> <p>Meeting places for Castlereagh groups.</p> <p>A proactive and relevant area partnership in the third sector supported by LCCC and other agencies would be of value to assist in delivery of local based services.</p> <p>More info on upcoming projects and events, more telephone contacts to groups.</p> <p>Please make reference to helping people post covid financially as well.</p>	<p>There are 3 community centres in Castlereagh; Enler, Moneyreagh, Ballyoran they each provide a wide range of activities for all community. The council recognises the benefits of intergenerational practice to promote social connection and Health &amp; Wellbeing. Such activities are currently built into various council plans and partnership arrangements in place across all council departments eg PCSP and Good Relations Action Plan.</p> <p>All community centres have meetings rooms available for booking. The council encourages the support of the 3<sup>rd</sup> sector. Council can support any group to assist the establishment of locally based services, our Community development officers can assist in establishment of groups and the ongoing support once governance documents are in place.</p> <p>We have Community Development Officers that are assigned to specific areas of the council and are inclusive in communities. They meet regularly with Community groups to provide support and assistance and they are constantly developing and implementing programmes for the community. They also provide funding support and they promote access to council funding.</p> <p><a href="https://www.lisburncastlereagh.gov.uk/resident/community-services/community-support">https://www.lisburncastlereagh.gov.uk/resident/community-services/community-support</a></p> <p>The Council produces a monthly e-zine which provides a comprehensive overview of what is happening in the council area. Community activities and events are promoted on the council social media platforms.</p>
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Keep offering opportunities for local constituted groups.

The council has provided a substantial amount of financial support to local groups and organisations to aid recovery from the Covid pandemic. Covid recovery grants have been provided in excess of £143K. Approx. fig of £800K and has been in form of direct financial support and grant aid funding.

**ENVIRONMENTAL SERVICES**

Higher enforcement of dog fouling and fly posting. The city is an absolute disgrace with the litter attached to lamp posts and dog waste in green spaces and public footpaths.

Concerned about the level of littering along the tow-path/ canal and on rural roads

Be more focused on the future and necessary improvements of the LCCC area regarding recycling, reducing waste, green energy for the LCCC fleet, energy efficiency of LCCC property, preserving wildlife habitats etc. The council need to lead by example and consider the longer term implications of its actions and not just short term political office periods.

More public litter pick initiatives ... maybe adopt a road scheme

More access -, more dog waste bins, toilets in Lisburn centre

We continue to take enforcement action in identified areas as hot spots for Environmental Crime eg. dog fouling / littering. We progressed with a Reportable App for the public to report Environmental Crime. This was introduced during the pandemic as a noise app then moved to Reportable app at start of 22/23.

The tow path and canal are the responsibility of Lagan Valley Regional Park. Rural roads are litter picked biannually but this is driven by cost and resources.

LCCC is focused on the future and necessary improvements of the council area regarding recycling and reducing waste. The Council has concluded an outline business case and a full business case is due to be presented to committee in December 2022 which will harmonise waste collection services and improve kerbside recycling opportunities. A significant investment would be required to make the entire LCCC fleet green as well as the supporting infrastructure required. A new fleet strategy has been developed to be brought forward in due course taking account of current prevailing economic conditions.

The Council is very supportive of litter picking through a number of initiatives such as 'Live Here Love Here'. Keeping NI Beautiful, 'Adopt a Spot'. The Council provides litter pickers, bags and hi-vis vests to groups participating in these initiatives.

The council continues to monitor provision of toilet facilities in the city centre. Council no longer uses single waste type bins ie dog waste bins. All public bins have capacity to take all types of waste.

<p>More access for Ballybeen residents to recycling centres</p> <p>Drumlough recycling plant is top notch, staff are very efficient, helpful and have a good way with the public</p> <p>It would be beneficial if council collected glass</p> <p>Positive feedback was also given for requesting bins online</p> <p>Air Pollution – can this be added to the app that facilitates noise complaints?</p> <p>No access for the residents of Ballybeen to recycling services – this has caused an increase in illegal dumping and fly tipping. Nearest amenity site is Carryduff.</p> <p>Dog Waste – positive feedback received on the bin instalment at Anahilt</p>	<p>A spatial analysis on the provision of all existing recycling facilities was carried out in 2018, the findings showed that there was adequate and suitable access to recycling facilities.</p> <p>Compliment noted.</p> <p>A full business case of a new harmonised waste collection service and improved kerbside recycling opportunities to include kerbside disposal of glass, is being developed. It is hoped that once this is approved that we will be able to introduce this in the latter part of 2023.</p> <p>Compliment noted.</p> <p>People can report other nuisance through the ‘Reportable App’ this can include air quality e.g. garden burning, chimney etc. Furthermore the council produces an annual report on air quality in the council area and this is submitted to DAERA for assessment and review.</p> <p>A spatial analysis on the provision of all existing recycling facilities was carried out in 2018, the findings showed that there was adequate and suitable access to recycling facilities.</p> <p>Compliment noted.</p>
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<p><b><u>EQUALITY – SECTION 75</u></b>                  In strategic/corporate plans like the Performance Improvement Plan, would like to see explicit reference to Section 75 commitments, DDA commitments and to rural needs obligations. Where possible, good to also see cross references to equality related plans.</p>	<p>Comment noted</p>
<p><b><u>HR&amp;OD</u></b>                  You can't even look after your own staff might be idea to start before helping local residents. Do you not wonder why your long serving members of staff are leaving, wake up and smell the coffee. But sure the Chief Executive thinks people that leave can be replaced.                   Look after their staff's mental health address why staff are leaving after 10 plus years services , restructure the whole Council</p>	<p>Comment noted                   Council carries out exit interviews and carries out a minimum of 2 Health &amp; Wellbeing activities per month                  Restructuring has been ongoing since 2015</p>

**GENERAL**

More cross departmental working.

Lots of excellent initiatives already underway. Would like to see ongoing visible review and reporting of initiatives and evidence that feedback and learning is reflected in future programmes. Learning in specific service areas should be shared widely across other functions/services.

It is great to see LCCC focusing on performance improvement objectives and endeavouring to be flexible in its approach.

Keep developing more flexible services.

Consider Castlereagh residents!

More telephone contact accessible

Very poor/no accessibility (public transport) to Council buildings and services for the residents of Dundonald – must travel to Belfast for further onward travel to Lisburn to visit the Council office

Comments noted

**NON COUNCIL RESPONSIBILITY**

Resurfacing of roads - pot holes especially in country roads, dangerous and a big problem.

Bus Transport infrastructure

More access - trains and buses to run later and more frequently, oyster card style for buses.

I'd like to see some fishing experiences for groups and people. We're located along the Lagan towpath, have the broadwater etc

**These matters do not pertain to Council but have been shared with the relevant responsible organisation, as follows:**

Department of Infrastructure, Transport NI & Lagan Valley Regional Park



## Governance & Audit Committee

8<sup>th</sup> December 2022

### Report from:

Risk Officer

### Item for Noting

**TITLE:** Corporate Risk Register

### Background and Key Issues:

1. The purpose of this report is to update CMT on the revised Corporate Risk Register based on the agreed corporate risks with HOS input and in advance of the next G&A Committee in December.
2. The Council's risks continue to be monitored and managed (Appendix I Corporate Risk Register Dashboard), with 3 risks remaining high:
  - CRR 5 Data Sharing – risk remains significant until completion of cyber security training for all staff and members and upgrade of current IT systems.
  - CRR 6 IT/Cyber Security – due to increased cyber security threat actors including the current Ukraine / Russia war.
  - CRR 7 Financial Sustainability – due to current market conditions/inflationary pressures.
3. CRR 10 Landfill Disposal Capacity has reduced from a high to medium risk due to an interim waste transfer station and haulage contract secured to facilitate the onward haulage of residual waste to Cottonmount.
4. Committee will recall that a deep dive of CRR 4 Capital Programme was postponed to December's Committee along with CRR 7 Financial Sustainability. Both Heads of Service will present a short presentation paper providing a narrative of the risk and associated controls. See attached reports (Appendix II CRR 7 Financial Sustainability and Appendix III CRR 4 Capital Programme).

- 5. Internal Audit continue to undertake audits relating to financial sustainability and capital programme affordability. These will be presented to Committee in due course.

**Recommendation:**

- 1. It is recommended that Members note the Corporate Risk Register.

**Finance and Resource Implications:**

N/A

## Screening and Impact Assessment

### 1. Equality and Good Relations

Has an equality and good relations screening been carried out on the proposal/project/policy? No

**If no, please provide explanation/rationale**

N/A

If yes, what was the outcome?:

<b>Option 1</b> Screen out without mitigation	N/A	<b>Option 2</b> Screen out with mitigation	N/A	<b>Option 3</b> Screen in for a full EQIA	N/A
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**Rationale for outcome/decision (give a brief explanation of any issues identified including mitigation and/or plans for full EQIA or further consultation)**

N/A

**Insert link to completed Equality and Good Relations report:**

### 2. Rural Needs Impact Assessment:

Has consideration been given to Rural Needs?	No	Has a Rural Needs Impact Assessment (RNIA) template been completed?	No	
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**If no, please give explanation/rationale for why it was not considered necessary:**

N/A

**If yes, give brief summary of the key rural issues identified, any proposed actions to address or mitigate and include the link to the completed RNIA template:**

N/A

**SUBJECT TO PLANNING APPROVAL:**

No

If Yes, "This is a decision of this Committee only. Members of the Planning Committee are not bound by the decision of this Committee. Members of the Planning Committee shall consider any related planning application in accordance with the applicable legislation and with an open mind, taking into account all relevant matters and leaving out irrelevant consideration".

**APPENDICES:**

Appendix I Corporate Risk Register Dashboard  
Appendix II Financial Sustainability Presentation  
Appendix III Capital Programme Report

**HAS IT BEEN SUBJECT TO CALL IN TO DATE?**

No

**If Yes, please insert date:**

## DASHBOARD KEY / INDICATOR

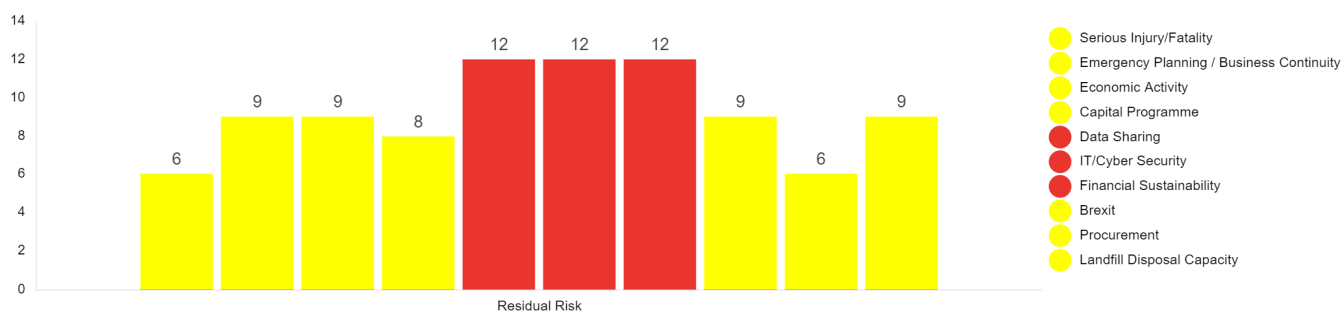
Risk Rating	
Key Symbol	Descriptor
●	Low (1-4)
●	Medium (5-11)
●	High (12-16)

Fluctuation Key	
Symbol	Descriptor
↑	Risk Increase
↓	Risk Decrease
↔	Remains Same
*	New Risk

Risk Matrix				
Likelihood	Minor	Moderate	Major	Catastrophic
Very Likely	4	8	12	16
Likely	3	6	9	12
Unlikely	2	4	6	8
Very Unlikely	1	2	2	4
	Minor	Moderate	Major	Catastrophic

## CORPORATE SUMMARY

### Corporate Risk Summary



## RISK REGISTER

### Corporate Risks

High Risk	Ref.	Risk	Risk Description	Risk Owner	Inherent Risk	Additional Actions	Residual Risk	Fluctuation since last review	Rationale
☐	CRR 1	<b>Serious Injury/Fatality</b>	Breach in internal H&S arrangements resulting in injuries / loss of life / illness.	Emergency Planning Officer	8	<a href="#">CRR 1 Serious Injury / Fatality</a>	6	↔	
☐	CRR 2	<b>Emergency Planning / Business Continuity</b>	Inability to respond to Command, Control & Coordination arrangements or concurrent emergencies due to increased strain on current resources resulting in impact on resilience. Emergency Plan Activated	Emergency Planning Officer	16	<a href="#">CRR 2 Emergency Planning / Business Continuity</a>	9	↔	
☐	CRR 3	<b>Economic Activity</b>	Failure to identify, maximise and deliver an economic development programme that aligns with our stakeholder needs and the needs of the local economy in the context of the national and regional economic position.	HOS Economic Development	16	<a href="#">CRR 3 Economic Activity</a>	9	↔	
☐	CRR 4	<b>Capital Programme</b>	Potential failure to deliver the agreed outcomes of the capital programme as a result of affordability or changes in third party funding arrangements.	HOS Planning	12	<a href="#">CRR 4 Capital Programme</a>	8	↔	
☑	CRR 5	<b>Data Sharing</b>	Poor or inadequate data sharing agreements resulting in unintended data breach	TPO Manager	16	<a href="#">CRR 5 Data Sharing</a>	12	↔	
☑	CRR 6	<b>IT/Cyber Security</b>	Breach in IT or cyber-attack resulting in significant outage or significant data loss	TPO Manager	16	<a href="#">CRR 6 IT / Cyber Security</a>	12	↔	
☑	CRR 7	<b>Financial Sustainability</b>	Failure to deliver balanced budget 2022/23 and longer term financial resilience and sustainability.	HOS Finance	16	<a href="#">CRR 7 Financial Sustainability</a>	12	↔	
☐	CRR 8	<b>Brexit</b>	The UK ceasing to be aligned with the EU Food and Animal Welfare Laws and the subsequent implications for sanitary and phyto-sanitary (SPS) rules, customs & supply chain logistics and generalised economic implications for LCCC and their resident and business representative base.	CE	12	<a href="#">CRR 8 Brexit</a>	9	↔	
☐	CRR 9	<b>Procurement</b>	Non compliance with procurement and contract regulations, policies and processes resulting in reputation/financial loss and risk of litigation.	HOS Assets	9	<a href="#">CRR 9 Procurement</a>	6	↔	
☐	CRR 10	<b>Landfill Disposal Capacity</b>	Uncertainty going forward in relation to the arc21 municipal waste disposal contract. Interim residual waste treatment contract to be established. Potential associated increase in costs.	HOS Waste & Op	16	<a href="#">CRR 10 Landfill Disposal</a>	9	↓	Reduced from High (4 very likely) x (3 major) to Medium (3 likely) x (3 major) due to an interim waste transfer station and haulage contract secured to facilitate the onward haulage of residual waste to Cottonmount.



# Financial Sustainability – Deep Dive



# Financial Sustainability Deep Dive

**Risk – Failure to deliver balanced budget 2022/23 and longer term financial resilience and sustainability.**

Inherent Risk Score	16
Residual Risk Score	12

# Key Considerations

Root Causes	
Internal Factors	External Factors
Pay Awards	Global Pandemic
Cost of Living	Cost of Living Crisis
Increasing Costs associated with waste	Inflationary pressures
Increasing Cost of materials	External market forces – eg energy/fuel/materials

# Mitigations

- ❖ Medium Term Financial Strategy
- ❖ Prudent approach to use of Reserves
- ❖ Estimates Process – dual focus on Efficiency and Outcomes
- ❖ Focus on maximisation of alternative funding sources
- ❖ Links through ALGFO/SOLACE etc. on financial pressures

# Operational Level

- ❖ Governance Arrangements e.g Approval limits / CMT processes
- ❖ Financial Appraisals (Revenue and Capital) – focus on need and affordability
- ❖ Management Accounts (historically quarterly but have been monthly since Covid)
- ❖ Accounting Manual (work in progress)

# Sources of Independent Assurance

65

## ❖ Internal Audits:

General Ledger (including journals)

Payroll including Expenses

Personnel (Recruitment, Retention and HR Policies)

Finance Credit Card Audit

Deep Dive Reviews - Financial Sustainability including Capital Programme

## ❖ External Audit

Annual NIAO audit



# Capital Programme (CRR4) Deep Dive

# Risk Category (Deep Dive)

***Risk – the potential failure to deliver the agreed outcomes of the capital programme as a result of affordability or changes in third party funding arrangements***

Inherent Risk Score

12

Residual Risk Score

8

# Key Considerations

Root Causes	
Internal Factors	External Factors
Availability of adequate resources	Continued impact from global macro events
Scope change/budget creep	Availability and cost of materials
Meeting planned borrowing requirements	Other inflationary pressures
Governance	Availability of funding from central government



# Mitigations

69

- ❖ Rolling Capital Programme with a five year horizon aligned to 10 year investment plan
- ❖ Capital Programme Office established
- ❖ Capital Programme Board jointly chaired by Head(s) of Capital & Finance
- ❖ Standard change control methodology established as programme and project level
- ❖ Increased capacity within the procurement team
- ❖ Built Project Management Capacity across the organisation
- ❖ Aligned contractual default to Northern Ireland Public Procurement Policy

# Operational Level

70

- ❖ Governance Arrangements - CMT and Committee processes
- ❖ Business Cases (Capital) – focus on need, reduction of revenue and affordability
- ❖ Capital Programme Handbook addressing:
  - ❖ approach to initiation and staged governance
  - ❖ maturity of matrix for costs and statutory control of project evolution
  - ❖ Standardisation of templates associated with works contracts
- ❖ Accounting Manual (work in progress)

# Sources of Independent Assurance

## ❖ Internal Audits:

1. Capital Programme
2. Deep Dive Reviews - Financial Sustainability including Capital Programme
3. Integrated design teams with independent cost consultancy along side the team

## ❖ Monitoring & Evaluation:

1. Outcomes based reporting
2. Equality Screening at all stages
3. Reporting requirements for external funders



## Governance & Audit Committee

8<sup>th</sup> December 2022

**Report from:**

Chief Executive

### Item for Noting

**TITLE:** Changes to Audit Approach for the 2022-23 Audit Cycle

**Background and Key Issues:**

The Northern Ireland Audit Office have provided details regarding changes to their audit approach for the 2022/23 audit cycle.

Attached is a copy of a letter from NIAO, together with an audit approach briefing for management and those charged with governance.

**Recommendation:**

It is recommended that Members note the attached.

**Finance and Resource Implications:**

N/A

### Screening and Impact Assessment

1. Equality and Good Relations

Has an equality and good relations screening been carried out on the proposal/project/policy?

**If no, please provide explanation/rationale**

N/A

If yes, what was the outcome?:

<b>Option 1</b> Screen out without mitigation	<input type="text" value="No"/>	<b>Option 2</b> Screen out with mitigation	<input type="text" value="No"/>	<b>Option 3</b> Screen in for a full EQIA	<input type="text" value="No"/>
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**Rationale for outcome/decision (give a brief explanation of any issues identified including mitigation and/or plans for full EQIA or further consultation)**

**Insert link to completed Equality and Good Relations report:**

**2. Rural Needs Impact Assessment:**

Has consideration been given to Rural Needs?	<input type="text" value="No"/>	Has a Rural Needs Impact Assessment (RNIA) template been completed?	<input type="text" value="No"/>
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**If no, please given explanation/rationale for why it was not considered necessary:**

N/A

**If yes, give brief summary of the key rural issues identified, any proposed actions to address or mitigate and include the link to the completed RNIA template:**

**SUBJECT TO PLANNING APPROVAL:**

If Yes, "This is a decision of this Committee only. Members of the Planning Committee are not bound by the decision of this Committee. Members of the Planning Committee shall consider any related planning application in accordance with the applicable legislation and with an open mind, taking into account all relevant matters and leaving out irrelevant consideration".

**APPENDICES:**

NIAO letter to Accounting Officers  
Audit approach briefing

**HAS IT BEEN SUBJECT TO CALL IN TO DATE?**

No

If Yes, please insert date:

5<sup>th</sup> December 2022

Dear Accounting Officer,

### **Changes to audit approach for the 2022-23 audit cycle**

I am writing to inform you that the way in which we plan and conduct our audits is changing for our 2022-23 audit cycle.

There are significant changes to International Standards on Auditing (UK) (ISAs) with the introduction of ISA 315 (Revised July 2020) *Identifying and Assessing the Risks of Material Misstatement*. The revised standard will have far-reaching impacts on how auditors undertake audit risk assessments and therefore on the overall audit. It is expected that audits – particularly in the first year of implementation (2022-23 audits) – will require us to use an enhanced skills mix to consider the higher level of judgement necessitated by the standard. The revised standard requires us to undertake more detailed and extensive risk assessment procedures to identify risks of material misstatement. The subsequent design and performance of our audit approaches will be responsive to each assessed risk.

This is likely to result in a greater number of inquiries with your finance team and others in your organisation at the planning stages of the audit. The revised standard also requires engagement teams to have an enhanced understanding of the IT environment and applications relevant to financial reporting.

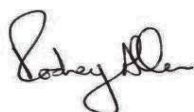
As a result of the changes, it is anticipated that our audits will require more time and a richer skill mix to perform the more extensive risk assessment procedures. Unfortunately our initial assessment is this will result in increased audit fees which we are estimating will be in the region of between 10% and 20%. This is consistent with the expectations of other UK public audit organisations and private sector audit firms.

We recognise the concern that this increase will cause but the new standards inevitably mean higher costs. We will continue to do everything that we can to keep costs down while ensuring that our audits remain of high quality to meet rigorous standards. After the first year of implementation, we will review our audit fees to ensure they remain appropriate. Our Engagement Directors will discuss the practical implications with you and those charged with governance.

We look forward to continuing to work in partnership with you and your colleagues as we identify, assess and address risks of material misstatement, obtain authoritative assurances, and independently report the results of our financial audit work.

I would be grateful if the attached briefing could be tabled at the next meeting of your Audit and Risk Assurance Committee where our engagement director or another appropriate NIAO representative will be happy to discuss the key changes.

*Yours sincerely*



**Rodney Allen**  
Chief Operating Officer



## **ISA 315 - Audit approach briefing for management and those charged with governance**

### **Introduction**

The way in which we plan and conduct our audits is changing for our 2022-23 audit cycle. There are significant changes to International Standards on Auditing (UK) (ISAs) with the introduction of ISA 315 (Revised July 2020) *Identifying and Assessing the Risks of Material Misstatement*.

The revised standard requires us to undertake more detailed and extensive risk assessment procedures to identify risks of material misstatement. The subsequent design and performance of our audit approaches will be responsive to each assessed risk.

The purpose of this briefing is to outline the key changes and the potential impact on your organisation in terms of information requests from our engagement teams.

### **When is the revised standard effective and to whom does it apply?**

The revised standard is effective for audits of financial statements for periods beginning on or after 15 December 2021. Our audit approach will be changing for our 2022-23 audit cycle. The revised standard applies to the audit of all entities regardless of their nature, size or complexity.

### **Why did the standard change?**

The standard has been revised and enhanced to reflect the increasingly complex environments in which entities and auditors operate. The standard requires more detailed and extensive risk assessment procedures to identify risks of material misstatement. The subsequent design and performance of audit approaches will be responsive to each assessed risk.

### **The key changes to the standard and the potential impact on your organisation**

Key change	Potential impact on your organisation
<b>More detailed and extensive risk identification and assessment procedures</b>	<p>Your finance team and others in your organisation may receive a greater number of inquiries from our engagement teams at the planning stage of the audit. Requests for information may include:</p> <ul style="list-style-type: none"> <li>- Information on your organisation's business model and how it integrates the use of information technology (IT);</li> <li>- Information about your organisation's risk assessment process and how your organisation monitors the system of internal control;</li> <li>- More detailed information on how transactions are initiated, recorded, processed and reported. This may include access to supporting documentation such as policy and procedure manuals; and</li> <li>- More detailed discussions with your organisation to support the engagement team's assessment of inherent risk.</li> </ul>
<b>Obtaining an enhanced understanding of your organisation's environment, particularly in relation to IT</b>	<p>Your organisation may receive more inquiries to assist the engagement team in understanding the IT environment. This may include information on:</p> <ul style="list-style-type: none"> <li>- IT applications relevant to financial reporting;</li> <li>- The supporting IT infrastructure (e.g. the network, databases);</li> <li>- IT processes (e.g. managing program changes, IT operations); and</li> <li>- The IT personnel involved in the IT processes.</li> </ul> <p>Engagement teams may need to test the general IT controls and this may require obtaining more detailed audit evidence on the operation of IT controls within your organisation.</p> <p>On some audits, our engagement teams may involve IT audit specialists to assist with their work. Our IT auditors may need to engage with members of your IT team who have not previously been involved in the audit process.</p>
<b>Enhanced requirements relating to exercising professional scepticism</b>	<p>Our engagement teams may make additional inquiries if they identify information which appears to contradict what they have already learned in the audit.</p>

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**Risk assessment is scalable depending on the nature and complexity of the audited entity**

The engagement team's expectations regarding the formality of your organisation's policies, procedures, processes and systems will depend on the complexity of your organisation.

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**Engagement teams may make greater use of technology in the performance of their audit**

Our engagement teams may make use of automated tools and techniques such as data analytics when performing their audit. Our teams may request different information or information in a different format from previous audits so that they can perform their audit procedures.

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## Governance & Audit Committee

**Confidential**

**8<sup>th</sup> December 2022**

**Confidential Report from:**

**Performance Improvement Officer**

*Local Government Act (Northern Ireland) 2014*  
**Schedule 6 - Access to Information: Exemption Information**

Information relating to the financial or business affairs of any particular person (including the Council holding that information).

**When will the report become unrestricted:**

Specify when  
report will  
become available

Post Council

Redacted  
report  
available

Never

### Item for Noting

**TITLE:** NI Audit Office - Audit and Assessment Report 2021-22

**Background and Key Issues:**

1. Attached under **Appendix 1 and 2** is a final report and certificate of compliance recently issued by the NI Audit Office. This refers to the financial year 2021/22.
2. As Members are aware the Local Government Auditor carried out a Performance Improvement Audit of the Council in 2022 in order to meet the requirements of the Local Government Act (NI) 2014 and we received an unqualified audit.
3. The NIAO did not identify any issues requiring formal recommendation and they did not make any proposals for improvement in their Audit and Assessment Report 2022-23. However they did make some observations and suggestions on the thematic areas of the audit. These are detailed in annex B of Appendix 1. Management were content with the insights provided and will consider these going forward.
4. This report is presented for consideration and scrutiny as appropriate.

**Recommendation:**

It is recommended that members note and review the appended reports.

**Finance and Resource Implications:**

n/a

## Screening and Impact Assessment

### 1. Equality and Good Relations

Has an equality and good relations screening been carried out on the proposal/project/policy?  No

**If no, please provide explanation/rationale**

If yes, what was the outcome?:

<b>Option 1</b> Screen out without mitigation	<input type="checkbox"/> No	<b>Option 2</b> Screen out with mitigation	<input type="checkbox"/> No	<b>Option 3</b> Screen in for a full EQIA	<input type="checkbox"/> No
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**Rationale for outcome/decision (give a brief explanation of any issues identified including mitigation and/or plans for full EQIA or further consultation)**

**Insert link to completed Equality and Good Relations report:**

### 2. Rural Needs Impact Assessment:

Has consideration been given to Rural Needs?	<input type="checkbox"/> No	Has a Rural Needs Impact Assessment (RNIA) template been completed?	<input type="checkbox"/> No
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**If no, please given explanation/rationale for why it was not considered necessary:**

**If yes, give brief summary of the key rural issues identified, any proposed actions to address or mitigate and include the link to the completed RNIA template:**

**SUBJECT TO PLANNING APPROVAL:**

No

If Yes, "This is a decision of this Committee only. Members of the Planning Committee are not bound by the decision of this Committee. Members of the Planning Committee shall consider any related planning application in accordance with the applicable legislation and with an open mind, taking into account all relevant matters and leaving out irrelevant consideration".

**APPENDICES:**

**Appendix 1** – Audit and Assessment Report 2021-22  
**Appendix 2** - Certificate of Compliance from NIAO

**HAS IT BEEN SUBJECT TO CALL IN TO DATE?**

No

If Yes, please insert date:



## **Audit and Assessment Report 2022-23**

### **Report to the Council and the Department for Communities under Section 95 of the Local Government (Northern Ireland) Act 2014**

**Lisburn & Castlereagh City Council**  
30 November 2022

# Contents

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*We have prepared this report for Lisburn & Castlereagh City Council and the Department for Communities' sole use. You must not disclose it to any third party, quote or refer to it, without our written consent and we assume no responsibility to any other person.*



# 1. Key Messages

## Summary of the audit

<b>Audit outcome</b>	<b>Status</b>
Audit opinion	Unqualified opinion
Audit assessment	The LGA has concluded that she is unable to assess whether Council is likely to comply with Part 12 of the Local Government Act (Northern Ireland) 2014 (the Act) during 2022-23.
Statutory recommendations	The LGA made no statutory recommendations
Proposals for improvement	The LGA made no new proposals for improvement

This report summarises the work of the Local Government Auditor (LGA) on the 2022-23 performance improvement audit and assessment undertaken on Lisburn and Castlereagh Council. We would like to thank the Chief Executive and his staff, particularly the Performance Improvement Officer, for their assistance during this work.

We consider that we comply with the Financial Reporting Council (FRC) ethical standards and that, in our professional judgment, we are independent and our objectivity is not compromised.

## Audit Opinion

The LGA has certified the performance arrangements with a unqualified audit opinion, without modification. She certifies an improvement audit and improvement assessment has been conducted. The LGA also states that, as a result, she believes that Lisburn & Castlereagh City Council (the Council) has discharged its performance improvement and reporting duties, including its assessment of performance for 2021-22 and its 2022-23 improvement plan, and has acted in accordance with the Guidance

## **Audit Assessment**

The LGA is required to assess whether Lisburn & Castlereagh City Council (the Council) is likely to comply with its performance improvement responsibilities under Part 12 of the Local Government Act (Northern Ireland) 2014 (the Act). This is called the 'improvement assessment'.

Councils continue to operate in a challenging environment with focus on recovery from the Covid-19 pandemic and the ongoing cost of living crisis, impacting both on performance and the way in which services are delivered. This changing landscape and refocusing of priorities has impacted on the ability to rely on past trends in councils' performance to assess the likelihood of future compliance with Part 12 of the Act. In light of this, the LGA has concluded that she is unable to reach an opinion on whether the Council is likely to have complied with its performance improvement responsibilities for 2022-23.

The LGA did not exercise her discretion to assess and report whether the council is likely to comply with these arrangements in future years.

## **Audit Findings**

During the audit and assessment we identified no issues requiring a formal recommendation under the Act. We made no proposals for improvement (see Section 3). Detailed observations and suggestions on thematic areas are provided in Annex B.

## **Status of the Audit**

The LGA's audit and assessment work on the Council's performance improvement arrangements is now concluded. By 31 March 2023 she will publish an Annual Improvement Report on the Council on the NIAO website, making it publicly available. This will summarise the key outcomes in this report.

The LGA did not undertake any Special Inspections under the Act in the current year.

## **Management of information and personal data**

During the course of our audit we have access to personal data to support our audit testing. We have established processes to hold this data securely within encrypted files and to destroy it where relevant at the conclusion of our audit. We can confirm that we have discharged those responsibilities communicated to you in accordance with the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018.

## **Other matters**

### **Sustainability and Climate Change**

Councils have begun to address the issue of climate change and sustainability, with individual councils at varying stages of progress. If councils are to link climate change and sustainable action to their performance objectives or even as part of their wider continuous improvement arrangements in future years, it will be necessary to consider arrangements to improve, including ensuring adequate resourcing and gathering of accurate data.

## 2. Audit Scope

Part 12 of the Act provides all councils with a general duty to make arrangements to secure continuous improvement in the exercise of their functions. It sets out:

- a number of council responsibilities under a performance framework; and
- key responsibilities for the LGA.

The Department for Communities (the Department) has published '*Guidance for Local Government Performance Improvement 2016*' (the Guidance) which the Act requires councils and the LGA to follow. Further guidance to clarify the requirements of the general duty to improve was issued by the Department during 2019.

The improvement audit and assessment work is planned and conducted in accordance with the Audit Strategy issued to the Council, the LGA's Code of Audit Practice for Local Government Bodies in Northern Ireland and the Statement of Responsibilities.

### *The improvement audit*

Each year the LGA has to report whether each council has discharged its duties in relation to improvement planning, the publication of improvement information and the extent to which each council has acted in accordance with the Department's Guidance. The procedures conducted in undertaking this work are referred to as an "improvement audit". During the course of this work the LGA may make statutory recommendations under section 95 of the Act.

### *The improvement assessment*

The LGA also has to assess annually whether a council is likely to comply with the requirements of Part 12 of the Act, including consideration of the arrangements to secure continuous improvement in that year. This is called the 'improvement assessment'. She also has the discretion to assess and report whether a council is likely to comply with these arrangements in future years.

### *The annual improvement report on the Council*

The Act requires the LGA to summarise all of her work (in relation to her responsibilities under the Act) at the Council, in an 'annual improvement report'. This will be published on the NIAO website by 31 March 2023, making it publicly available.

### *Special inspections*

The LGA may also, in some circumstances, carry out special inspections which will be reported to the Council and the Department, and which she may publish.

### **3. Audit Findings**

This section outlines key observations in the form of proposals for improvement, arising from following thematic areas of the Council's audit and assessment:

- General duty to improve;
- Governance arrangements;
- Improvement objectives;
- Consultation;
- Improvement plan;
- Arrangements to improve
- Collection, use and publication of performance information; and
- Demonstrating a track record of improvement.

These are not formal recommendations, which are more significant matters which require action to be taken by the Council in order to comply with the Act or Guidance. Proposals for improvement include matters which, if accepted, will assist the Council in meeting its performance improvement responsibilities. The LGA may follow up how key proposals have been addressed in subsequent years. We recommend however that the Council's Governance and Audit Committee track progress on all proposals for improvement.

I have made no proposals for improvement this year but detailed observations and suggestions for the thematic areas can be found at Annex B.

In the prior year I made two proposals for improvement and noted the Council had taken these forward and improvements have been made.

Our procedures were limited to those considered necessary for the effective performance of the audit and assessment. Therefore, the LGA's observations should not be regarded as a comprehensive statement of all weaknesses which exist, or all improvements which could be made.

## 4. Annexes



## **Annex A – Audit and Assessment Certificate**

### **Audit and assessment of Lisburn & Castlereagh City Council’s performance improvement arrangements**

#### **Certificate of Compliance**

I certify that I have audited Lisburn & Castlereagh City Council’s (the Council) assessment of its performance for 2021-22 and its improvement plan for 2022-23 in accordance with section 93 of the Local Government Act (Northern Ireland) 2014 (the Act) and the Code of Audit Practice for local government bodies.

I also certify that I have performed an improvement assessment for 2022-23 at the Council in accordance with Section 94 of the Act and the Code of Audit Practice.

This is a report to comply with the requirement of section 95(2) of the Act.

#### **Respective responsibilities of the Council and the Local Government Auditor**

Under the Act, the Council has a general duty to make arrangements to secure continuous improvement in the exercise of its functions and to set improvement objectives for each financial year. The Council is required to gather information to assess improvements in its services and to issue a report annually on its performance against indicators and standards which it has set itself or which have been set for it by Government departments.

The Act requires the Council to publish a self-assessment before 30 September in the financial year following that to which the information relates, or by any other such date as the Department for Communities (the Department) may specify by order. The Act also requires that the Council has regard to any guidance issued by the Department in publishing its assessment.

As the Council’s auditor, I am required by the Act to determine and report each year on whether:

- The Council has discharged its duties in relation to improvement planning, published the required improvement information and the extent to which the Council has acted in accordance with the Department’s guidance in relation to those duties; and
- The Council is likely to comply with the requirements of Part 12 of the Act.



## **Scope of the audit and assessment**

For the audit I am not required to form a view on the completeness or accuracy of information or whether the improvement plan published by the Council can be achieved. My audits of the Council's improvement plan and assessment of performance, therefore, comprised a review of the Council's publications to ascertain whether they included elements prescribed in legislation. I also assessed whether the arrangements for publishing the documents complied with the requirements of the legislation, and that the Council had regard to statutory guidance in preparing and publishing them.

For the improvement assessment I am required to form a view on whether the Council is likely to comply with the requirements of Part 12 of the Act, informed by:

- a forward looking assessment of the Council's likelihood to comply with its duty to make arrangements to secure continuous improvement; and
- a retrospective assessment of whether the Council has achieved its planned improvements to inform a view as to its track record of improvement.

My assessment of the Council's improvement responsibilities and arrangements, therefore, comprised a review of certain improvement arrangements within the Council, along with information gathered from my improvement audit.

The work I have carried out in order to report and make recommendations in accordance with sections 93 to 95 of the Act cannot solely be relied upon to identify all weaknesses or opportunities for improvement.

## **Audit opinion**

### **Improvement planning and publication of improvement information**

As a result of my audit, I believe the Council has discharged its duties in connection with (1) improvement planning and (2) publication of improvement information in accordance with section 92 of the Act and has acted in accordance with the Department for Communities' guidance sufficiently.

### **Improvement assessment**

Councils continue to operate in a challenging environment with focus on recovery from the Covid-19 pandemic and the ongoing cost of living

crisis, impacting both on performance and the way in which services are delivered. This changing landscape and refocusing of priorities has impacted my ability to rely on past trends in councils' performance to assess the likelihood of future compliance with Part 12 of the Act. In light of this, I am unable to reach an opinion on whether the Council is likely to discharge its duties under Part 12 of the Act and act in accordance with the Department for Communities' guidance sufficiently during 2022-23.

I have not conducted an assessment to determine whether the Council is likely to comply with the requirements of Part 12 of the Act in subsequent years. I will keep the need for this under review as arrangements become more fully established.

### **Other matters**

I have no recommendations to make under section 95(2) of the Local Government (Northern Ireland) Act 2014.

I am not minded to carry out a special inspection under section 95(2) of the Act.

Colette Kane  
Local Government Auditor  
Northern Ireland Audit Office  
106 University Street  
BELFAST  
BT7 1EU

30 November 2022

## Annex B – Detailed observations

Thematic area	Observations
General duty to improve	<p>The Council has demonstrated that it has put in the appropriate arrangements to select objectives (of which it has selected two) and established a system to ensure continuous improvement in order to achieve its general duty to improve.</p> <p>The Council published its Performance Improvement Plan 2022-23 on 29 June 2022 following approval by the Governance and Audit Committee. This outlines the Council’s arrangements to secure continuous improvement in the exercise of its functions, including the overall objectives, related projects and self-imposed indicators. The arrangements are constructed in line with the seven relevant criteria laid out in legislation and aligned to the Council’s corporate priorities.</p> <p>KPIs for functions and services across the Council are in place, monitored and reported on, and continue to be developed. The Council has an established performance management system software with an onscreen dashboard available to all Heads of Service and Directors to monitor their function and departmental performance in-year. KPIs across all function and services are regularly reported on a quarterly basis. Performance against specific improvement objectives and the KPIs and measures supporting them, are reported on regularly. Although content the KPI mechanism in place is suitable for the theme of ‘general duty to improve’, we consider the council’s use of KPI’s over the long term under the thematic heading of ‘demonstrating a track record of improvement below and have raised some possible actions which it may wish to consider.</p>

Thematic area	Observations
	<p>Some of the 2022-23 improvement projects relate to surveys and other feedback mechanisms. These will only produce improvement when the results are acted upon. It is therefore imperative that the Council follows through any such survey results to provide tangible improvements and I welcome the comments from the council outlining their plan for the survey results.</p>
Governance arrangements	<p>Details of the governance arrangements for Lisburn and Castlereagh City Council are included in section 4 of the Performance Improvement Plan.</p> <p>The Council continues to make progress putting arrangements in place to secure continuous improvement in the exercise of its functions in order to achieve its general duty to improve, as well as improvement objectives in 2022-23, and has made arrangements to secure achievement of improvement for each of its improvement objectives. In relation to its general duty to improve, arrangements are constructed within the seven relevant criteria set out in legislation and the current functions prioritised and selected for improvement are aligned to the Council's corporate priorities.</p> <p>Projects are assigned to Senior Responsible Officers who are staff at Head of Service level within the Council. They are responsible for reporting to the Performance Improvement Officer on a regular basis and providing both qualitative and quantitative information to inform the reports taken to meetings and committees. Progress towards achievement of the objectives and underlying projects is monitored by the Corporate Management Team, and ultimate scrutiny and monitoring responsibility lies with the Governance &amp; Audit Committee, who meet quarterly. It is regularly supplied with documentation to support the performance improvement items on the agenda, including a status report on KPIs and a qualitative report on progress to date, which assists it in performing its monitoring function. The minutes of the Governance and Audit Committee are ratified at full Council.</p>

Thematic area	Observations
	<p>Council established performance improvement guidance for staff from 2016. The Performance Improvement Officer confirmed that this was originally to be reviewed when DfC releases updated guidance. The council has since informed me that a review of the policy is to be included in the 2023/24 Performance Improvement process which is a proactive step to keep the policy relevant and I will review the changes in my next S95 report.</p> <p>Furthermore Internal Audit should look for opportunities to provide assurance, support and recommendations towards the Performance Improvement programme as a whole as its current work programme has little direct performance improvement scheduled. However I note the Performance Improvement Plan will be shared with Internal Audit which adds an extra layer of oversight.</p>
Improvement objectives	<p>The Council has set two improvement objectives, both of which meet at least one of the seven criteria required in legislation and relate to the functions and services to the Council's Corporate Plan themes and outcomes.</p> <p>The objectives are:</p> <ol style="list-style-type: none"> <li>1. We will continue to improve our citizen engagement methods and ensure accessible processes for contacting the Council.</li> <li>2. We will continue to deliver Council led activities, that seek to maintain and improve the physical and mental wellbeing for our citizens.</li> </ol> <p>The Council approved the improvement objectives formally through the Governance and Audit Committee and the Committee minutes are ratified by Council.</p> <p>Each improvement objective sets out:</p> <ul style="list-style-type: none"> <li>- why it was selected;</li> <li>- the projects needed to achieve the objective;</li> </ul>

Thematic area	Observations
	<ul style="list-style-type: none"> <li>- links to the Corporate Plan and the seven criteria laid out in legislation;</li> <li>- what success will look like for each project, including measurable outcomes; and</li> <li>- overall desired outcomes from delivering each objective.</li> </ul> <p>Arrangements are in place to aim to secure achievement of its improvement objectives. Council has a performance management system to collect and report on data and information specific to each overall objective and the Performance Improvement Officer also gathers qualitative data on a quarterly basis. Progress to date is reported to the Governance and Audit Committee each quarter in the form of both a KPI report and a more qualitative report detailing progress to date and also shows a section on “what difference did we make?” detailing feedback received and positive stories of community outcomes arising from the projects.</p>
Consultation	<p>The consultation process in itself is effective. The consultation process was open for two months, April and May of 2022. Awareness was raised via the website and social media. The consultation had a mix of online and in person events to gather a range of opinions on the chosen objectives. The return of in person focus groups is welcome and a sign of the wider Covid-19 recovery and safety measures implemented by the Council. The mechanism also answers questions and even passes suggestions and comments to more relevant departments. However, while the process works and the participation is greatly improved on the prior year, it would be useful for the Council to explore ways of ensuring more representative participation. The current mix has a high proportion of Council staff, whilst we acknowledge they are also likely to be rate payers, they may have a different perspective from other groups.</p>
Improvement plan	<p>The Council has prepared an annual Performance Improvement Plan for 2022-23 and published it on 14 June 2022 on its website before the statutory deadline. It has also committed to taking all reasonable steps to provide the document in other formats and languages upon request.</p>

Thematic area	Observations
	<p>The Council has considered and slightly modified the objectives while continuing to link to their corporate plan and have identified specific projects and outcomes with which to measure success. The objectives are monitored using KPI quarterly reports. The arrangements are linked to the seven areas in the statutory guidance and the corporate plan.</p> <p>The Council also published a short summary Performance Improvement Plan showing why it had chosen each of the objectives, what it will do in the year ahead to deliver this, how it will measure success, and what success will look like for the ratepayer. This makes the Plan more readily accessible and more likely to be read by a wider range of stakeholders.</p> <p>Overall, the 2022-23 Performance Improvement Plan meets the requirements of the legislation. The Plan includes:</p> <ul style="list-style-type: none"> <li>• a description of the Governance and Audit Committee’s specific responsibilities in relation to the legislative duty for performance improvement and how it undertakes them;</li> <li>• detail on how the Council intends to achieve statutory indicators and standards set by central government;</li> <li>• descriptions of the Council’s arrangements to secure continuous improvement in the exercise of its functions (section 84 (1)); and of its arrangements to exercise its functions so that any applicable statutory performance standards are met are both included; and</li> <li>• its improvement objectives, including why they were chosen, the corresponding projects, links to the corporate plan and community plan, and the measures of success.</li> </ul>

Thematic area	Observations
Arrangements to improve	<p>The Council is required to establish arrangements to deliver on its improvement objectives each year. The Department for Communities' guidance states that the Council should be able to understand and demonstrate the impact of its arrangements for continuous improvement on the outcomes for citizens.</p> <p>The Council continues to make progress putting arrangements in place to secure continuous improvement in the exercise of its functions in order to achieve its general duty to improve, as well as improvement objectives in 2022-23. It has made arrangements to secure achievement of improvement for each of its improvement objectives. In relation to its general duty to improve, arrangements are constructed within the seven relevant criteria set out in legislation and the current functions prioritised and selected for improvement are aligned to the Council's corporate priorities.</p> <p>As mentioned in our assessment of the Governance Arrangements above, the Council has in place roles and accountability mechanisms which ensure appropriate attention is given to the arrangements to improve and performance improvement as a whole.</p>
Collection, use and publication of performance information	<p>We raised a proposal for improvement in the prior year that the Council should consider utilising the data used by some other councils to enable comparison of its performance in planning and waste, with more up to date figures. The Council has again chosen not to do this, although it outlined its rationale in its self assessment report. It has used the Quarter 3 2021-22 planning bulletin figures to provide some comparison. However, the Quarter 4 figures were available on 7 July, in advance of publication of the self assessment report. We would emphasise other Councils allocate the resource to perform this exercise, so it is unfortunate that ratepayers do not have access to the same comparable information. The Council has notified me that it may consider the timescales, designing and approval of the report</p>



Thematic area	Observations
	<p>We noted that there were publication errors in the prior year and that the Performance Improvement Officer has made arrangements to minimise this in the current self assessment report and Improvement Plan, however we did note that in two parts of the self assessment report there were conflicting figures for two projects. Only one of these figures was correct. The Performance Officer was able to explain the error came about as one page referred to full year figures and another up to Quarter 3, and has provided assurance it would not occur again. It is important however that the Council adequately quality assures the figures included in the narrative of its reports carefully before publication.</p>
<p>Demonstrating a track record of improvement</p>	<p>The issue of benchmarking with other Councils is part of the work plan for the Performance Improvement Working Group (PIWG) and it is expected that progress on this issue will be made to allow a broader range of activities to be compared. However, we note that delays to this process were faced because of the COVID-19 pandemic and while there was an intention to take this issue forward through the PIWG, limited progress has been made on this matter.</p> <p>We would suggest the Council considers improving comparison with previous years self-imposed indicators as there is little at the moment. We do acknowledge that many of the projects were new in 2021-22 and therefore trend analysis could not be performed due to lack of data or comparability. However we expect that some would have been ongoing within the Council for a number of years and therefore relevant data should have been available to evidence improvement. For example, the number of C-SAW programmes and participants should be able to be tracked over a number of years.</p> <p>Whilst the sample data for service KPIs in section 5 shows progress over a number of years, this is limited, and the supplementary KPIs in the appendix show only in-year data rather than over a number of years. Council reported 2021-22 indicators in the</p>

Thematic area	Observations
	<p>appendix of the 2022-23 plan, but these were not all included in the main body of the 2021-22 report.</p> <p>In order to clearly demonstrate a track record of improvement, Council should include previous year(s) data where it can be obtained. This will be particularly important next year where the objectives are the same (even if the individual projects have changed/evolved) and so it will be important for LCCC to explain how the efforts have achieved continuous improvement towards the overall objective.</p> <p>Council should consider both deciding on a set of indicators relevant to performance improvement (such as those in appendix 1 of the 2022-23 plan) that will be reliably shared each year, and also share a year-on-year trend for all of these.</p> <p>The Council wrote to me to inform me that the above observations will be taken into consideration for the 2023/24 planning.</p>

## **Audit and assessment of Lisburn & Castlereagh City Council's performance improvement arrangements**

### **Certificate of Compliance**

I certify that I have audited Lisburn & Castlereagh City Council's (the Council) assessment of its performance for 2021-22 and its improvement plan for 2022-23 in accordance with section 93 of the Local Government Act (Northern Ireland) 2014 (the Act) and the Code of Audit Practice for local government bodies.

I also certify that I have performed an improvement assessment for 2022-23 at the Council in accordance with Section 94 of the Act and the Code of Audit Practice.

This is a report to comply with the requirement of section 95(2) of the Act.

### **Respective responsibilities of the Council and the Local Government Auditor**

Under the Act, the Council has a general duty to make arrangements to secure continuous improvement in the exercise of its functions and to set improvement objectives for each financial year. The Council is required to gather information to assess improvements in its services and to issue a report annually on its performance against indicators and standards which it has set itself or which have been set for it by Government departments.

The Act requires the Council to publish a self-assessment before 30 September in the financial year following that to which the information relates, or by any other such date as the Department for Communities (the Department) may specify by order. The Act also requires that the Council has regard to any guidance issued by the Department in publishing its assessment.

As the Council's auditor, I am required by the Act to determine and report each year on whether:

- The Council has discharged its duties in relation to improvement planning, published the required improvement information and the extent to which the Council has acted in accordance with the Department's guidance in relation to those duties; and
- The Council is likely to comply with the requirements of Part 12 of the Act.

## **Scope of the audit and assessment**

For the audit I am not required to form a view on the completeness or accuracy of information or whether the improvement plan published by the Council can be achieved. My audits of the Council's improvement plan and assessment of performance, therefore, comprised a review of the Council's publications to ascertain whether they included elements prescribed in legislation. I also assessed whether the arrangements for publishing the documents complied with the requirements of the legislation, and that the Council had regard to statutory guidance in preparing and publishing them.

For the improvement assessment I am required to form a view on whether the Council is likely to comply with the requirements of Part 12 of the Act, informed by:

- a forward looking assessment of the Council's likelihood to comply with its duty to make arrangements to secure continuous improvement; and
- a retrospective assessment of whether the Council has achieved its planned improvements to inform a view as to its track record of improvement.

My assessment of the Council's improvement responsibilities and arrangements, therefore, comprised a review of certain improvement arrangements within the Council, along with information gathered from my improvement audit.

The work I have carried out in order to report and make recommendations in accordance with sections 93 to 95 of the Act cannot solely be relied upon to identify all weaknesses or opportunities for improvement.

## **Audit opinion**

### **Improvement planning and publication of improvement information**

As a result of my audit, I believe the Council has discharged its duties in connection with (1) improvement planning and (2) publication of improvement information in accordance with section 92 of the Act and has acted in accordance with the Department for Communities' guidance sufficiently.

### **Improvement assessment**

Councils continue to operate in a challenging environment with focus on recovery from the Covid-19 pandemic and the ongoing cost of living

crisis, impacting both on performance and the way in which services are delivered. This changing landscape and refocusing of priorities has impacted my ability to rely on past trends in councils' performance to assess the likelihood of future compliance with Part 12 of the Act. In light of this, I am unable to reach an opinion on whether the Council is likely to discharge its duties under Part 12 of the Act and act in accordance with the Department for Communities' guidance sufficiently during 2022-23.

I have not conducted an assessment to determine whether the Council is likely to comply with the requirements of Part 12 of the Act in subsequent years. I will keep the need for this under review as arrangements become more fully established.

### **Other matters**

I have no recommendations to make under section 95(2) of the Local Government (Northern Ireland) Act 2014.

I am not minded to carry out a special inspection under section 95(2) of the Act.



Colette Kane  
Local Government Auditor  
Northern Ireland Audit Office  
106 University Street  
BELFAST  
BT7 1EU

30 November 2022



## Governance & Audit Committee

### Confidential Report

8<sup>th</sup> December 2022

#### Confidential Report from:

Director of Finance & Corporate Services

*Local Government Act (Northern Ireland) 2014*

Schedule 6 - Access to Information: Exemption Information

*(select from the list below reason why report is confidential and delete as appropriate)*

Information relating to the financial or business affairs of any particular person (including the Council holding that information)

#### When will the report become unrestricted:

Specify when  
report will  
become available

Following Full  
Council

Redacted  
report  
available

Never

### Item for Noting

**TITLE:** Report to Those Charged with Governance (RTTCWG)

#### Background and Key Issues:

At the Special Governance & Audit Committee held in September, a draft annual "Report To Those Charged with Governance" was presented by the Northern Ireland Audit Office.

Attached under **Appendix 1a** is a copy of a letter from the NI Audit Office together with a copy of the finalised report at **Appendix 1b**. No material changes have been made to the content of the report.

**Recommendation:**

It is recommended to note the attached.

**Finance and Resource Implications:**

N/A

## Screening and Impact Assessment

### 1. Equality and Good Relations

Has an equality and good relations screening been carried out on the proposal/project/policy?

No

**If no, please provide explanation/rationale**

N/A

### 2. Rural Needs Impact Assessment:

Has consideration been given to Rural Needs?

No

Has a Rural Needs Impact Assessment (RNIA) template been completed?

No

**If no, please give explanation/rationale for why it was not considered necessary:**

N/A

**SUBJECT TO PLANNING APPROVAL:**

No

**APPENDICES:**

**Appendix 1a** – Letter from the NI Audit Office  
**Appendix 1b** – Final Report

**HAS IT BEEN SUBJECT TO CALL IN TO DATE?**

No

Cara McCrory  
Chief Financial Officer  
Lisburn & Castlereagh City Council  
Island Civic Centre  
The Island  
LISBURN  
BT27 4RL

16<sup>th</sup> November 2022

Dear Cara,

**Lisburn & Castlereagh City Council 2021-22:  
Report to those Charged with Governance**

I am writing to inform you that the audit of the Lisburn and Castlereagh City Council's financial statements for the year ended 31 March 2022 is now complete and the accounts were certified on 27 September 2022.

The results of the audit are set out in the attached Report to those charged with Governance which includes recommendations for action in Section 4, together with management's responses to these recommendations. The report was presented in draft form to the Governance and Audit Committee on 22 September 2022.

You will appreciate that the matters were identified from our normal audit procedures conducted to Auditing Practice Board's standards. These are designed primarily for the purpose of forming an opinion on the financial statements and included only a limited review of your accounting systems and procedures. Consequently they may not have brought to light all the weaknesses that may exist, and our findings should not be seen as comprehensive in this respect.



I would be grateful if you could bring this finalised report to the attention of the Governance and Audit Committee. In conclusion, may I take this opportunity to thank you and your staff for the assistance and co-operation received throughout the audit.

*Yours sincerely*

A handwritten signature in black ink that reads "Colette Kane". The signature is written in a cursive style with a large initial 'C'.

Colette Kane  
**Local Government Auditor**

# **Report to those charged with Governance**

**Lisburn and Castlereagh City Council  
2021-22**

## **Date of Issue**

12 October 2022

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*We have prepared this report for Lisburn and Castlereagh City Council’s sole use. You must not disclose it to any third party, quote or refer to it, without our written consent and we assume no responsibility to any other person.*

# 1. Key Messages

This report summarises the key matters from our audit of the 2021-22 Lisburn and Castlereagh City Council financial statements which we must report to the Audit Committee, as those charged with governance. We would like to thank the Director of Finance and Corporate Services and her staff for their assistance during the audit process.

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## Audit Opinion

The Local Government Auditor (LGA) certified the 2021-22 financial statements on 27 September 2022 with an unqualified audit opinion, without modification.

The Audit Certificate is included at [Appendix Two](#).

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## Audit Certificate

The Local Government Auditor certified completion of the audit of accounts of the Council in accordance with the requirements of the Local Government (Northern Ireland) Order 2005 and the Local Government Code of Audit Practice. The audit certificate closes the audit and marks the point when the Local Government Auditor's statutory responsibilities in respect of the audit of the accounts for the period covered by the certificate have been discharged.

The Audit Certificate is included at [Appendix Two](#).

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## Misstatements

### Financial Statement Adjustments

The net effect of adjustments on the Comprehensive Income and Expenditure Statement/Balance Sheet was £30,432.

### Uncorrected misstatements

No uncorrected misstatements above the trivial level were identified.

---

## Audit Findings

During the audit we reviewed internal controls; accounting systems; and

procedures to the extent considered necessary for the effective performance of the audit. We did not identify any priority one recommendations in relation to the internal control environment.

Full details of findings are included at [Findings from the Audit](#).

---

## **Status of the Audit**

The Chief Financial Officer has signed the annual report and accounts together with a letter of representation, the wording of which is included at [Appendix One](#).

The total audit fee charged is in line with that set out in our Audit Strategy.

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## **Independence**

We consider that we comply with the Financial Reporting Council (FRC) Ethical Standard and that, in our professional judgment, we are independent and our objectivity is not compromised.

---

## **Management of information and personal data**

Lisburn and Castlereagh City Council is required to comply with the General Data Protection Regulations (GDPR) in the handling and storage of personal data. Those Charged with Governance should ensure they have made sufficient enquiries of management to form a view on whether there were any significant specific data incidents which should be disclosed in the Governance Statement. We are unaware of any data handling incidents during the year.

During the course of our audit we have access to personal data to support our audit testing. We have established processes to hold this data securely within encrypted files and to destroy it where relevant at the conclusion of our audit. We can confirm that we have discharged those responsibilities communicated to you in accordance with the requirements of General Data protection Regulation (GDPR) and Data Protection Act 2018.

---

## **Looking ahead**

In response to significant changes in International Standards on Auditing (UK) (ISAs), the way in which we plan and conduct our audits is changing for our 2022-23 audit cycle. This will involve the performance of more detailed and extensive risk assessment procedures to identify financial reporting risks of material misstatement, and the subsequent design of audit approaches which are responsive to each assessed risk. We will write to the Chief Financial Officer this autumn to outline these changes and potential implications for our audit of the 2022-23 financial statements.

---

## **Actions for the Governance and Audit Committee**

The Governance and Audit Committee should review the findings set out in this report, including the letter of representation and audit certificate at Appendices one and two respectively.

## **2. Audit Scope**

We have completed our audit of the 2021-22 financial statements in accordance with International Standards on Auditing (UK) (ISAs) issued by the Financial Reporting Council; with Practice Note 10 'Audit of Financial Statements of Public Sector Entities in the United Kingdom'; and with the Audit Strategy presented to the Audit Committee in March, 2022.

On receipt of the draft Annual Report and Accounts we revised our materiality figure to £1,589,300 and our clearly trivial threshold to £31,786 as gross expenditure was higher than we anticipated when planning our audit. There are no other matters to communicate concerning the planned scope and timing of the audit.

### **3. Significant Risks**

The significant risk identified in our Audit Strategy has been addressed as follows:

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#### **Significant Risk 1 Management Override of Controls**

Under ISA (UK) 240, there is a presumed significant risk of material misstatement due to fraud through management override of controls.

---

#### **Audit Response**

As required by ISA (UK) 240, we:

- tested the appropriateness of journal entries recorded in the general ledger and other adjustments made in the preparation of the financial statements;
  - reviewed accounting estimates for biases; and
  - considered whether significant transactions were outside the normal course of business for the Council, or otherwise appeared unusual.
- 

#### **Outcome**

No issues in relation to management override of controls were identified.

---



## **4. Findings from the Audit**

### **Financial Reporting**

As part of our audit, we evaluate the qualitative aspects of accounting practices and financial reporting. In this section we draw to your attention any significant changes or issues in respect of accounting policies; accounting estimates; and financial statement disclosures.

Lisburn and Castlereagh City Council has robust processes in place for the production of the accounts and continue to produce good quality supporting working papers. Officers dealt efficiently with audit queries, effectively prioritising them, and the audit process has been completed within the planned timescales.

---

### **Accounting Policies**

Accounting policies were considered appropriate to the circumstances of Lisburn & Castlereagh City Council when judged against the objectives of relevance, reliability, comparability and understandability.

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### **Accounting Estimates**

Judgments made by the Council relating to accounting estimates were appropriate. Management's point estimates and related disclosures in relation to accounting estimates within the financial statements are reasonable.

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### **Financial Statement Disclosures**

We have made a number of suggestions to improve narrative disclosures and to ensure completeness of the disclosures required under the Code of Practice on Local Authority Accounting and other relevant guidance.

---

### **Going Concern**

No events or conditions were identified from our audit work that cast significant doubt about Lisburn and Castlereagh City Council's ability to continue to adopt the going concern basis of accounting.

We note ongoing discussions with employees regarding pay settlements are taking place. We also note the impact of increased energy and other

costs will affect Council activities. It is therefore essential that detailed financial projections and the careful monitoring of spend is given priority.

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## **Narrative Report**

The Narrative Report was considered to be consistent with our understanding of the business, and was in line with the other information provided in the financial statements.

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## **Governance Statement**

The Governance Statement was considered to reflect compliance with the Code of Practice on Local Authority Accounting and directions from DfC.

---

## **Legality, Propriety and Losses**

We found no issues in relation to legality, impropriety or losses during our audit.

---

## **Internal Control**

In general, the internal control environment appears to be sufficient. We have raised one minor issue in relation to cash controls – finding 2 below.

We also noted delays in the internal audit reporting schedule, with only 8 of the originally planned 20 assurance reports for 2021-22 completed by the June 2022 Governance and Audit Committee meeting. We liaised with the Internal Audit Manager and support her intention to ensure priority is given to assurance reports for 2022-23.

---

## **Related Parties**

No significant matters were arising during the audit in connection with Lisburn and Castlereagh City Council's related parties.

---

## Other significant matters

At the Governance and Audit Committee meeting of 8 September 2022, overdue recommendations were discussed - a recommendation raised by NIAO in 2017-18 in relation to Lagan Navigation Trust was identified as only partially implemented. We recommend that the Council act to fully implement the recommendation.

---

## Audit Recommendations

This section outline the findings arising from our audit, as well as management's response and target date for implementation. Our findings are defined as:

- **Priority 1** – significant issues for the attention of senior management which may have the potential to result in material weakness in internal control.
  - **Priority 2** – important issues to be addressed by management in their areas of responsibility.
  - **Priority 3** – issues of a more minor nature which represent best practice.
- 

### Finding 1 Contract management

A sample of 10 Single Tender Actions was reviewed. In 3 instances the Single Tender Action was required to extend contracts, to allow time for retendering.

The contract register was reviewed and multiple instances of gaps in detail were identified, including relevant dates. Currently the responsibility for updating the register lies with heads of service and unit contract management leads.

Better use of the contract register should reduce the need for Single Tender Actions and allow for better contract monitoring.

Poor contract management could result in Council paying over the odds for services in order to maintain continuity.

---

### Priority Rating

2

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## **Recommendation**

1. The contract register should be reviewed and missing information obtained for inclusion in the register.
  2. The importance of maintaining the register should be re-emphasised to all relevant staff.
  3. The contract register should be assigned an owner/administrator.
  4. This person should take responsibility for the quality of the contract register, including regular review to:
    - a. identify upcoming contract end dates and notify relevant business areas to take action; and
    - b. identify missing information, which should be sought from relevant staff.
- 

## **Management Response (including target date)**

1. The council's contract register (Includes all contracts over £3k) will be reviewed and updated as recommended. This task will be complete by the end of December 2022.
2. The Council do recognise the need for a central contracts register although some directorates continue to hold their own register in duplicate for ease of local management, specifically against level of expenditure and contract value awarded. This register is actively managed within Central Procurement Unit who are proactive in notifying the named contracts manager. Further measures to reinforce the need for regular review and update of the Contracts Register will be undertaken.
3. Bespoke training has been undertaken for relevant contract leads and further training will be developed and delivered
4. Chief Officers Management Team continue to emphasise the need for timely responses to the issues notified. To improve this reinforcement it is proposed that departmental contract registers are tabled quarterly at DMT's for review and implementation.
5. Regular reminders are emailed by the Procurement Manager to all relevant contract leads and Heads of Service requesting contract register updates to facilitate updating of the central register. In addition through the Heads of Service forum a new STA policy and guidance along with Contract Management Guidelines has been circulated for comment earlier this year. It is proposed to present and adopt these draft policy and guidance later this calendar year subject to member consideration. Due to the interdependencies this has to be completed in parallel with the ongoing review of Accounting Manual. Target date for completion December 2022.

One of the key areas within the new draft STA Guidance is to target timely contract renewals and prevent the use of STAs related to poor tender management practices.

6. The Council is in process of introducing new Finance Management Software and this will enable automatic and timely email reminders to be furnished to the relevant contract leads to ensure timely contract renewals.

---

## **Finding 2**

### **Cash handling controls**

We reviewed controls over cash at five sites. We noted two main issues:

1. In 29 of 62 samples tested throughout all five sites, deviations from the intended controls were identified – mostly this was an issue in signing in and out of the float.
2. A number of deviations from the general cash handling procedures were noted in Building Control. However, a bespoke set of procedures may be more appropriate to the context in which Building Control operate their till.

---

## **Priority Rating**

3

---

## **Recommendation**

1. The importance of following procedures should be reinforced to all staff involved in cash handling.
2. Building Control procedures should be reviewed.

---

## **Management Response (including target date)**

Central Finance will send a reminder to local managers regarding signing in and out of floats and this will also be covered at management meetings and local management will review current arrangements for Floats.

---

## 5. Misstatements

### Adjusted misstatements

During the audit process we identified the following misstatements above our clearly trivial threshold of £31,786 and/or which Council's Head of Finance wished to amend. These misstatements have been adjusted and the net effect on the Comprehensive Income and Expenditure Statement/Balance Sheet was £30,432.

ISSUE	AREA	CIES DEBIT / (CREDIT) £	Balance Sheet DEBIT / (CREDIT) £
<b>Miscalculation of minimum revenue provision</b>	Note 4/General Fund		187,983
	Capital Adjustment Account		(187,983)
<b>Transfer between reserves</b>	Note 4/General Fund		250,000
	Other Balances and Reserves (Community Investment Fund)		(250,000)
<b>Unaccrued income</b>	Debtors		73,836
	Service Transformation Income	(73,836)	
<b>Unaccrued expenses</b>	Leisure & Community Wellbeing	21,936	
	Environmental Services	21,468	
	Creditors		(43,404)

ISSUE	AREA	CIES DEBIT / (CREDIT) £	Balance Sheet DEBIT / (CREDIT) £
<b>Understatement of community assets</b>	Property, Plant and Equipment		5,000
	Revaluation Reserve		(5,000)
<b>TOTAL FOR ALL ISSUES</b>	<b>TOTAL FOR ALL AREAS</b>	<b>(30,432)</b>	<b>30,432</b>

## Uncorrected misstatements

No uncorrected misstatements above our trivial threshold of £31,786 were identified.

# Appendix One – Letter of Representation

## [Client Letterhead]

The Local Government Auditor  
Northern Ireland Audit Office  
106 University Street  
BELFAST  
BT 7 1EU

## Letter of Representation: Lisburn and Castlereagh City Council 2021-22

As Chief Financial Officer of Lisburn & Castlereagh City Council I have fulfilled my responsibility for preparing accounts that give a true and fair view of the state of affairs, total income and expenditure, cash flows, and movements in reserves; and the related notes of the Council for the year ended 31 March 2022.

In preparing the accounts, I was required to:

- observe the accounts direction issued by the Department for Communities (DfC), including the relevant accounting and disclosure requirements and apply appropriate accounting policies on a consistent basis;
- make judgements and estimates on a reasonable basis; and
- state whether applicable accounting standards have been followed and disclosed and explain any material departures in the accounts; and
- make an assessment that Lisburn & Castlereagh City Council is a going concern and will continue to be in operation throughout the next year; and ensure that this has been appropriately disclosed in the financial statements.

I confirm that for the financial year ended 31 March 2022:

- having considered and enquired as to the Lisburn and Castlereagh City Council's compliance with law and regulations, I am not aware of any actual or potential non-compliance that could have a material effect on the ability of the Lisburn and Castlereagh City



Council to conduct its business or on the results and financial position disclosed in the accounts;

- all accounting records have been provided to you for the purpose of your audit and all transactions undertaken by the Lisburn and Castlereagh City Council have been properly recorded and reflected in the accounting records. All other records and related information, including minutes of all management meetings which you have requested have been supplied to you;
- the information provided regarding the identification of related parties is complete; and the related party disclosures in the financial statements are adequate;

All material accounting policies as adopted are detailed in note 1 to the accounts.

---

### **Internal Control**

I have fulfilled my responsibility as Chief Financial Officer for the design and implementation of internal controls to prevent and detect error and I have disclosed to you the results of my assessment of the risk that the financial statements could be materially misstated.

I confirm that I have reviewed the effectiveness of the system of internal control and that the disclosures I have made are in accordance with DfC guidance on the Governance Statement.

---

### **Fraud**

I have fulfilled my responsibility as Chief Financial Officer for the design and implementation of internal controls to prevent and detect fraud and I have disclosed to you the results of my assessment of the risk that the financial statements could be materially misstated as a result of fraud.

I am not aware of any fraud or suspected fraud affecting Lisburn and Castlereagh City Council and no allegations of fraud or suspected fraud affecting the financial statements has been communicated to me by employees, former employees, analysts, regulators or others.

---

## **Assets**

### **GENERAL**

All assets included in the balance sheet were in existence at the reporting period date and owned by Lisburn and Castlereagh City Council and free from any lien, encumbrance or charge, except as disclosed in the accounts. The balance sheet includes all tangible assets owned by Lisburn and Castlereagh City Council.

### **NON CURRENT ASSETS**

All assets expected to be used during more than one financial year are capitalised. Assets included in the balance sheet at current value are revalued sufficiently regularly to ensure that their carrying amount is not materially different from their current value at the year-end, but as a minimum every five years. Depreciation is calculated to reduce the net book amount of each asset to its estimated residual value by the end of its estimated useful life in the Council's operations.

### **OTHER CURRENT ASSETS**

On realisation in the ordinary course of Lisburn and Castlereagh City Council's operations the other current assets in the balance sheet are expected to produce at least the amounts at which they are stated. Adequate provision has been made against all amounts owing to Lisburn and Castlereagh City Council which are known, or may be expected, to be irrecoverable.

---

## **Liabilities**

### **GENERAL**

All liabilities have been recorded in the balance sheet.

There were no significant losses in the year and no provisions for losses were required at the year end.

All litigation and claims have been disclosed to you and correctly accounted for.

## **PROVISIONS**

Provision is made in the financial statements for:

- Landfill closure at Drumlough and Moss Road sites £3,414,330. The closure plans have been approved by NI Environment Agency. The provision made is adequate and based on the approved plans and expected costs, and appropriately discounted.
- Past service cost pension liabilities £26,000; and
- Insurance claims £193,000. The provision is sufficient to cover estimated costs. Adequate insurance arrangements are in place.

## **CONTINGENT LIABILITIES**

There are a number of legal claims or potential claims against the Council, the outcome of which cannot at present be estimated with certainty. Full provision is made in the financial statements for all liabilities which are expected to materialise.

I am not aware of any pending litigation which may result in significant loss to Lisburn and Castlereagh City Council and I am not aware of any action which is or may be brought against the Council under the Insolvency (Northern Ireland) Order 1989 and the Insolvency (Northern Ireland) Order 2005.

## **ACTUARIAL VALUATION OF COUNCIL'S PENSION SCHEME LIABILITY**

The net pension liability at the year-end was £46,823,000. Having made appropriate enquiries, I am satisfied with the appropriateness of the actuarial assumptions underlying the valuation of the Council's share of the valuation of the pension scheme liabilities.

Furthermore, I can confirm that:

- All significant retirement benefits, including any arrangements that are implicit in the employers' actions, have been identified and properly accounted for; and
  - All settlements and curtailments have been identified and properly accounted for.
-

## **Other Disclosures**

### **RESULTS**

Except as disclosed in the accounts, the results for the year were not materially affected by transactions of a sort not usually undertaken by the Council, or circumstances of an exceptional or non-recurring nature.

### **UNCORRECTED MISSTATEMENTS**

No uncorrected misstatements have been brought to my attention.

### **EVENTS AFTER THE REPORTING PERIOD**

Except as disclosed in the accounts, there have been no material changes since the reporting period date affecting liabilities and commitments, and no events or transactions have occurred which, though properly excluded from the accounts, are of such importance that they should have been brought to notice.

### **ACCOUNTING ESTIMATES**

The methods, significant assumptions and the data used in making the accounting estimates and the related disclosures are appropriate to achieve recognition, measurement or disclosure that is in accordance with the financial reporting framework.

### **MANAGEMENT OF PERSONAL DATA**

There have been no personal data related incidents in 2021-22 which are required to be reported.

Cara McCrory

Chief Financial Officer

Lisburn and Castlereagh City Council

Date: 22 September 2022

## **Appendix Two – Audit Certificate**

### **INDEPENDENT AUDITOR’S REPORT TO THE MEMBERS OF LISBURN AND CASTLEREAGH CITY COUNCIL**

#### **Opinion on financial statements**

I have audited the financial statements of Lisburn and Castlereagh City Council for the year ended 31 March 2022 under the Local Government (Northern Ireland) Order 2005. The financial statements comprise the Comprehensive Income and Expenditure Statement, Movement in Reserves Statement, Balance Sheet, Cash Flow Statement, and the related notes including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and the Code of Practice on Local Authority Accounting on the United Kingdom supported by UK adopted international accounting standards.

I have also audited the information in the Remuneration Report that is described in that report as having been audited.

In my opinion the financial statements:

- give a true and fair view, in accordance with relevant legal and statutory requirements and the Code of Practice on Local Authority Accounting in the United Kingdom 2021-22, of the financial position of Lisburn and Castlereagh City Council as at 31 March 2022 and its income and expenditure for the year then ended; and
- have been properly prepared in accordance with the Local Government (Accounts and Audit) Regulations (Northern Ireland) 2015 and the Department for Communities’ directions issued thereunder.

#### **Basis for opinion**

I conducted my audit in accordance with International Standards on Auditing (ISAs) (UK). My responsibilities under those standards are further described in the Auditor’s responsibilities for the audit of the financial statements section of this certificate. My staff and I are independent of Lisburn and Castlereagh City Council in accordance with the ethical requirements of the Financial Reporting Council’s Ethical Standard, and have fulfilled our other ethical responsibilities in accordance with these requirements. I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, I have concluded that Lisburn and Castlereagh City Council's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work I have performed, I have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Council's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

The going concern basis of accounting for Lisburn and Castlereagh City Council is adopted in consideration of the requirements set out in the Code of Practice on Local Authority Accounting, which require entities to adopt the going concern basis of accounting in the preparation of the financial statements where it anticipated that the services which they provide will continue into the future.

My responsibilities and the responsibilities of the Chief Financial Officer with respect to going concern are described in the relevant sections of this report.

### **Other Information**

The other information comprises the information included in the Statement of Accounts other than the financial statements, the parts of the Remuneration Report described in that report as having been audited, and my audit certificate and report. The Chief Financial Officer is responsible for the other information included in the Statement of Accounts. My opinion on the financial statements does not cover the other information and except to the extent otherwise explicitly stated in my report, I do not express any form of assurance conclusion thereon.

My responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or my knowledge obtained in the audit or otherwise appears to be materially misstated. If I identify such material inconsistencies or apparent material misstatements, I am required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact.

I have nothing to report in this regard.

## **Opinion on other matters**

In my opinion, based on the work undertaken in the course of the audit:

- the part of the Remuneration Report to be audited has been properly prepared in accordance with the Department for Communities' directions made under the Local Government (Accounts and Audit) Regulations (Northern Ireland) 2015; and
- the information given in the Statement of Accounts for the financial year ended 31 March 2022 is consistent with the financial statements.

## **Matters on which I report by exception**

In the light of the knowledge and understanding of Lisburn and Castlereagh City Council and its environment obtained in the course of the audit, I have not identified material misstatements in the Statement of Accounts.

I have nothing to report in respect of the following matters which I report to you if:

- in my opinion:
  - the Annual Governance Statement:
    - does not reflect compliance with the Code of Practice on Local Authority Accounting in the United Kingdom 2021-22;
    - does not comply with proper practices specified by the Department for Communities;
    - is misleading or inconsistent with other information I am aware of from my audit; or
  - adequate accounting records have not been kept; or
  - the statement of accounts and the part of the Remuneration Report to be audited are not in agreement with the accounting records; or
  - I have not received all of the information and explanations I require for my audit, or
- I issue a report in the public interest under Article 9 of the Local Government (Northern Ireland) Order 2005; or
- I designate under Article 12 of the Local Government (Northern Ireland) Order 2005 any recommendation made to the Council; or
- I exercise the other special powers of the auditor under Article 19 to 21 of the Local Government (Northern Ireland) Order 2005.

## **Responsibilities of the Chief Financial Officer for the financial statements**

As explained more fully in the Statement of Council's and Chief Financial Officer's Responsibilities, the Chief Financial Officer is responsible for:

- the preparation of the financial statements in accordance with the applicable financial reporting framework and for being satisfied that they give a true and fair view;
- such internal controls as the Chief Financial Officer determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error;
- assessing Lisburn and Castlereagh City Council's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Chief Financial Officer anticipates that the services provided by the Council will not continue to be provided in the future.

## **Auditor's responsibilities for the audit of the financial statements**

My responsibility is to audit the financial statements in accordance with the Local Government (Northern Ireland) Order 2005 and the Local Government Code of Audit Practice.

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error and to issue a certificate that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

I design procedures in line with my responsibilities, outlined above, to detect material misstatements in respect of non-compliance with laws and regulation, including fraud.

My procedures included:

- obtaining an understanding of the legal and regulatory framework applicable to Lisburn and Castlereagh City Council through discussion with management and application of extensive public sector accountability knowledge. The key laws and regulations I considered included governing legislation and any other relevant laws and regulations identified;



- making enquires of management and those charged with governance on Lisburn and Castlereagh City Council's compliance with laws and regulations;
- making enquiries of internal audit, management and those charged with governance as to susceptibility to irregularity and fraud, their assessment of the risk of material misstatement due to fraud and irregularity, and their knowledge of actual, suspected and alleged fraud and irregularity;
- completing risk assessment procedures to assess the susceptibility of Lisburn and Castlereagh City Council's financial statements to material misstatement, including how fraud might occur. This included, but was not limited to, an engagement director led engagement team discussion on fraud to identify particular areas, transaction streams and business practices that may be susceptible to material misstatement due to fraud. As part of this discussion, I identified potential for fraud in the following areas: revenue recognition, expenditure recognition and posting of unusual journals;
- engagement director oversight to ensure the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with the applicable legal and regulatory framework throughout the audit;
- documenting and evaluating the design and implementation of internal controls in place to mitigate risk of material misstatement due to fraud and non-compliance with laws and regulations;
- designing audit procedures to address specific laws and regulations which the engagement team considered to have a direct material effect on the financial statements in terms of misstatement and irregularity, including fraud. These audit procedures included, but were not limited to, reading board and committee minutes, and agreeing financial statement disclosures to underlying supporting documentation and approvals as appropriate; and
- addressing the risk of fraud as a result of management override of controls by:
  - performing analytical procedures to identify unusual or unexpected relationships or movements;
  - testing journal entries to identify potential anomalies, and inappropriate or unauthorised adjustments;
  - assessing whether judgements and other assumptions made in determining accounting estimates were indicative of potential bias; and

- investigating significant or unusual transactions made outside of the normal course of business.

A further description of my responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of my certificate.

This report is made solely to the Members of Lisburn and Castlereagh City Council in accordance with the Local Government (Northern Ireland) Order 2005 and for no other purpose, as specified in the Statement of Responsibilities of the Local Government Auditor and Local Government Bodies.

### **Certificate**

I certify that I have completed the audit of accounts of Lisburn and Castlereagh City Council in accordance with the requirements of the Local Government (Northern Ireland) Order 2005 and the Local Government Code of Audit Practice.



*Colette Kane*  
*Local Government Auditor*

*Northern Ireland Audit Office*  
*106 University Street*  
*Belfast*  
*BT7 1EU*

*27<sup>th</sup> September 2022*