

**Democratic Services Section
Legal and Civic Services Department
Belfast City Council
City Hall
Belfast
BT1 5GS**



**Belfast
City Council**

19th May, 2020

STRATEGIC POLICY AND RESOURCES COMMITTEE

Dear Alderman/Councillor,

The following is a list of reports with recommendations which were due to be considered by above-named Committee on Friday, 22nd May, 2020.

These decisions will now be taken by the Chief Executive in accordance with the authority delegated to her by the Council.

A table of Recommendations to Committee will also be sent separately by email and these should be completed by Party Leaders and returned by the deadline indicated in the email.

Yours faithfully,

SUZANNE WYLIE

Chief Executive

AGENDA:

1. **Routine Matters**
 - (a) Declarations of Interest
2. **Restricted Items**
 - (a) Finance Update (Pages 1 - 6)
3. **Belfast Agenda/Strategic Issues**
 - (a) Customer Focus Programme Update (Pages 7 - 26)
 - (b) Update on progress with the detailed assessment for nitrogen dioxide (NO₂) and fine particulate matter (PM_{2.5}) for the city (Pages 27 - 30)

4. **Finance, Procurement and Performance**

- (a) Contracts Update (Pages 31 - 36)
- (b) Inclusive Growth: Update on the development of a Social Value Procurement Framework and an Ethical Procurement Policy (Pages 37 - 40)

5. **Governance**

- (a) Request for Award of Freedom of the City (Pages 41 - 42)

6. **Equality and Good Relations**

- (a) Equality and Diversity - Quarter 4 Equality Screening and Rural Needs Outcome Report (Pages 43 - 52)

By virtue of paragraph(s) 3 of Part 1 of Schedule 6
of the Local Government Act (Northern Ireland) 2014.

Document is Restricted

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Subject:	Customer Focus Programme Update
Date:	22 May 2020
Reporting Officer:	Ronan Cregan, Deputy Chief Executive, Director of Finance & Resources
Contact Officer:	Rose Crozier, Customer Focus Programme Director Lisa Caldwell, Head of Marketing & Corporate Communications Paul Gribben, Head of Digital Services

Restricted Reports	
Is this report restricted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, when will the report become unrestricted?	
After Committee Decision	<input type="checkbox"/>
After Council Decision	<input type="checkbox"/>
Some time in the future	<input type="checkbox"/>
Never	<input type="checkbox"/>

Call-in	
Is the decision eligible for Call-in?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.0	Purpose of Report or Summary of main Issues
1.1	Members are reminded that in January 2020 the Committee was provided with an update on the Customer Focus Programme which included an implementation plan with key milestones for a new website to launch in June 2020 and for a new Customer Hub to be operational from September 2020.
1.2	Due to the Covid 19 emergency, resources have been diverted to support the Community response hub however work on the Website and Infrastructure (Digital Management) workstreams has continued as planned. This report provides an update on progress and focuses on the launch of the Council's new website and the arrangements in place to support the investment in web and digital infrastructure going forward.

2.0	Recommendations
2.1	<p>The Committee is asked to:</p> <ol style="list-style-type: none"> 1. Note the update on the Customer Focus Programme 2. Note progress to date on the development of the Council's new Website 3. Note the arrangements in place to protect the investment and manage customer channels and supporting infrastructure effectively.
3.0	Main report
3.1	<p><u>Background</u></p> <p>In January 2020 the SP&R Committee were provided with an update on the Customer Focus Programme which included an implementation plan with key milestones for a new website to launch in June 2020 and for a new Customer Hub to be operational from September 2020.</p> <p>Due to the Covid 19 community response programme, whilst work is continuing on many aspects of the Customer Focus Programme, resource and focus has shifted to create a Customer Hub dedicated to managing customer contact in relation to community requests for support with food, medical needs such as prescriptions and emotional support. A dedicated 0800 number has been operational from 9am to 5pm since 8 April 2020 and on a daily basis between calls and emails the Customer Hub has been handling up to 1000 customer contacts. The Customer contact through this hub is linked directly to the referral service or to the distribution hub for food parcels and information flows between the three functions to ensure information is kept up to date.</p> <p>The call handling resources for the Customer Hub team is made up of approximately 60 staff drawn from across the organisation working remotely at home delivering a high quality customer service. The enabling infrastructure to support the delivery of the Customer Hub supporting the scale of demand in a challenging environment, has been developed and delivered by Digital Services within a short timeframe through the provision of a Customer Relationship Management (CRM) system and telephony services and the equipment and technical environment to support staff working remotely as a virtual team.</p> <p>As attention now shifts to recovery, the implementation plans for the Customer Focus Programme will be reviewed to resume the establishment of the customer hub and development of systems and processes to support its operation. Once plans are reviewed and revised a further report will be brought to committee.</p> <p>3.2 <u>New Council Website</u></p> <p>The website development is a significant workstream within the Customer Focus programme, aiming to provide 'easy to use and accessible services, whenever and wherever', producing a channel shift to reduce call volumes and labour intensive</p>

interactions – for both customers and services. It aims to attract more customers online by making it our customers' preferred channel, offering choice and convenience.

The site was last fully redesigned in 2013, when mobile usage was 40%, now it has increased to over 70%. The website is outdated and difficult to use. We aim to make it simpler and quicker for people to find the information and services they are looking for.

The following website objectives are proposed for Day 1 (we anticipate the new website will be launched in early July 2020):

- Deliver a large-scale and customised website.
- Deliver a consistent online experience for every user.
- Deliver a 'user-first' approach using best-in-class design principles.
- Deliver an accessible online experience that allows access to core services and greater levels of customer self-fulfilment.
- Drive efficiencies from offline to online.

As the customer focus programme refines and when the website is delivered, we will set targeted KPIs. As a product, the website will also iterate with further development of the customer focus programme as the Customer Hub and telephony developments come on stream.

3.3

Legislative requirements

New accessibility regulations came into force in September 2018 (The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 referenced at section 5.0) and aim to ensure public sector websites and mobile apps are accessible to all users, especially those with disabilities.

Making a website or mobile app accessible means making your content and design clear and simple enough so that most people can use it without needing to adapt it, while supporting those who do need to adapt things.

One of the biggest changes for staff will be the limitations on publishing PDFs online. The site currently has over 2000 PDFs. Only accessible PDFs will be published, so content contributors will be required to consider the cost and time involved in making these accessible or presenting the information in other formats.

3.4

Content Review

The current website contradicts the principles of the customer focus programme and hosts:

- 7,888 web pages
- 27,146 links
- 2,396 documents
- 392 email addresses
- 583 phone numbers

The Online Team in Corporate Communications carried out an analysis of the site, including page numbers and analytics of visitors. Services were asked to review web pages to make sure the information on them was current, relevant and easy to understand.

The research carried out in the User Experience (UX) phase provided more evidence that we need to change our approach to be more customer centric, rather than publishing content, which is convenient for us to publish.

3.5

User Experience Phase

This phase included extensive engagement with key stakeholders:

- Discovery sessions with **Internal Stakeholders** included representatives from Marketing and Communications, Digital Services, Customer Focus.
- **Secondary research** - Reviewed Google analytics and previous research conducted (as part of the Customer Focus programme).
- **Interview with external and internal users** – engaged with users across family, students, young professional, elderly, commercial, investment, accessibility needs and elected representative personas. During this process volunteers were solicited to participate in user testing.

Initial research indicated that users did not find it easy to get to the information they needed. One user stated, 'It's a wild goose chase'.

Based on initial findings through the UX phase, two areas were prioritised:

- Information architecture and content hierarchy
- Findability (navigation and search)

The outputs of this phase were wireframes, or outlines of site design in terms of how the user would like to see the structure of the content and what tools they need to get to the information they need quickly (aided by our navigation and search). This enabled us to finalise our design templates which can be found at Appendix 1.

Work is now continuing to build the website and migrate content to the new site.

3.6

Customer Focus Design Authority

A Design Authority role has been established within the Customer Focus Programme governance which oversees design decisions in the development of Web, Corporate CRM and Telephony solutions. The design authority role aims to provide assurance that workstream designs integrate and promote the delivery of the agreed Customer Focus blueprint and will ensure the cohesion of solutions, projects and stakeholders via a corporate change function. This will guarantee that critical and high level design decisions are channelled through the Oversight Board for clearance. Major milestones in the current web development, CRM and Telephony projects will be brought to Oversight Board, CMT and committee at relevant time as appropriate. It should be noted that the Design Authority will continue beyond the life of the programme and will be required to oversee change and protect the current investment in web and infrastructure.

3.7

Website Workstream

The Website design authority includes:

1. design authority principles, (including web style guidelines, design elements suite, accessibility policy, legislative requirements and based on best practice and UX principles);
2. terms of reference;
3. a governance model;
4. processes (major content and change requests will be channelled via the business partner model to the Web Governance Panel (comprising Marketing and Communications and Digital Services - meets monthly);
5. roles and responsibilities, (defined roles for services- Online Customer Experience Team within Marketing and Communications and Digital Services team);
6. Templates (online form to be developed for all digital requests - apps, new websites etc.).

The benefits of this approach will –

- Create a better communications and marketing offer to our rate payers
- Ensure information is coherent and on platforms which are easy to find
- Provide us with clear urls to point campaigns towards and measure effectiveness
- Ensure legislative compliance across our digital offerings
- Champion accessibility and challenge barriers
- Ensure consistency across the board
- Create more efficient working, less duplication
- Inform and share decision-making

3.8

Corporate CRM

Key Corporate CRM design authority includes:

- The Microsoft User Experience (UX) will be used throughout the delivery of CRM to ensure a consistent user experience.
- A Customer Portal will be required to deliver:
 - Customer self-service
 - Personalisation of services
 - Customer Knowledge base
 - (Where possible) Single sign-on for 3rd Party online registrations to be based on Dynamics 365 authentication (e.g. Online Recruitment)
- Corporate CRM and Mitel phone system integration to provide functionality for:
 - Automatic information transfer to the CRM system
 - Multi-channel queue management
 - automated call logging,
- Implementation of the standard Dynamics Data Model
- Address validation managed through the LPS Pointer API
- Line of Business system integrations which will be point to point in the first instance.

3.9

Telephony system

The new upgraded telephone system will:

- Integrate with Active Directory allowing better control of licensing, management of our users, and improved reporting;
- Integrate with Microsoft Dynamics CRM providing a single place for Customer Hub staff to manage and track customer interactions across a number of channels;
- Integrate the voicemail system allowing a simpler user experience (this will result in users needing to re-record personal greetings and note all old messages prior to them being inaccessible);
- Allow for optional features/benefits such as:
 - Remote working;
 - Softphones;
 - Mobile clients

Further design authority decisions will be required following service design for both CRM and the telephony solution including:

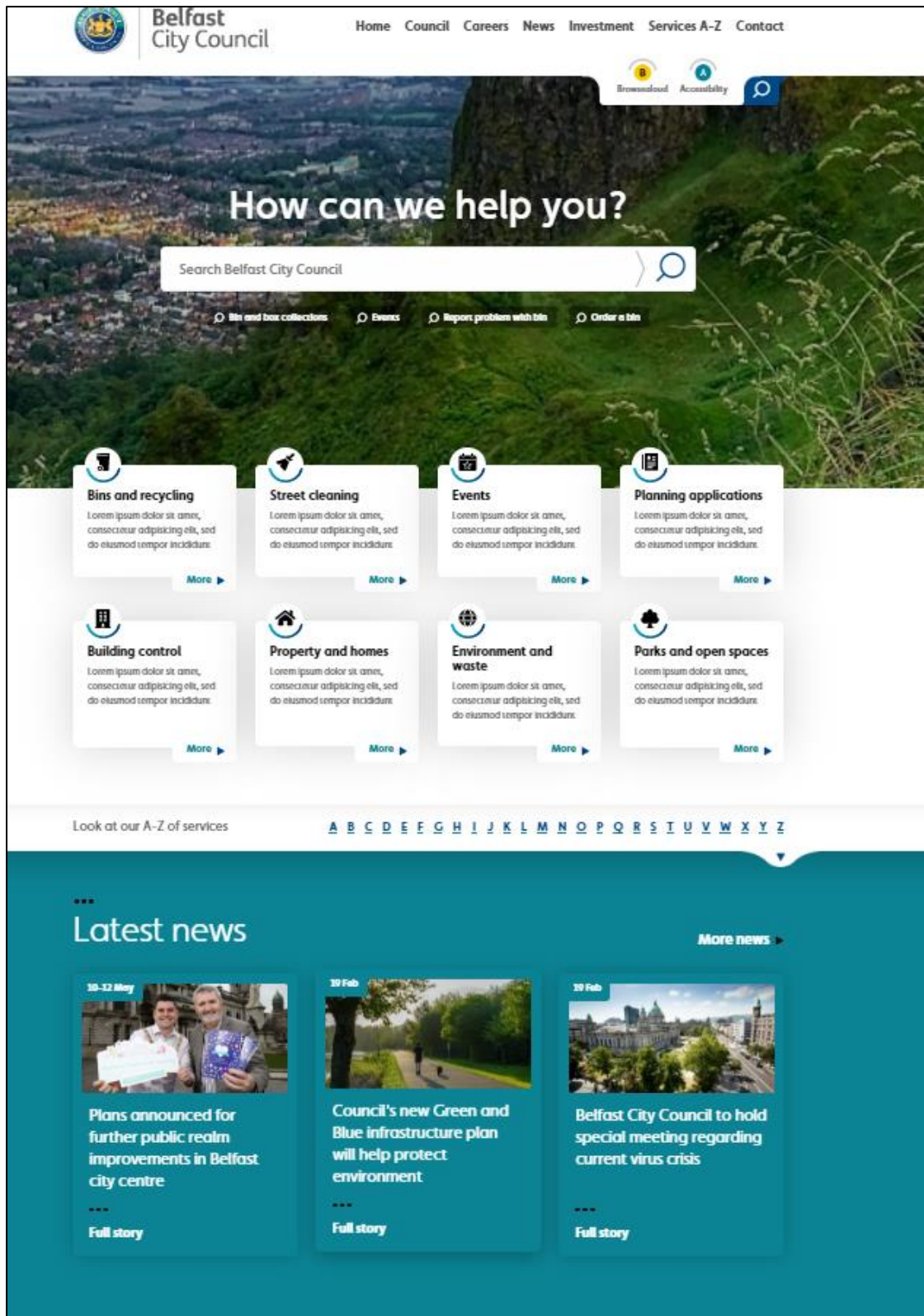
- Phased reduction of customer facing telephone numbers including policies for the Management of Direct Dial-in numbers.
- Integrated Voice Response (IVR) technology which can be used to take the customer's information, help navigate to the proper department/officer and provide self-service for clients not looking to speak with an agent

	<u>Financial & Resource Implications</u>
3.10	<p>SP&R agreed in November 2017 that a budget of £500k be set aside for the customer focus project.</p> <p>Resource for website and significant staff time within Digital Services and Marketing and Communications and across the Customer Focus Programme team all of which already covered within existing budgets.</p>
	<u>Equality or Good Relations Implications/Rural Needs Assessment</u>
3.11	<p>The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 builds on existing obligations to people who have a disability under Disability Discrimination Act 1995 in Northern Ireland. The Equality Commission for Northern Ireland (ECNI) in Northern Ireland is responsible for enforcing this legislation</p> <p>These new accessibility regulations came into force in September 2018 and aim to ensure public sector websites and mobile apps are accessible to all users, especially those with disabilities.</p> <p>Accessibility and user experience is a therefore a core benefit to delivering this programme of work.</p>
4.0	Appendices – Documents Attached
	Appendix 1 – Web Design Templates

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Appendix 1 - New Website Design templates


Homepage (top)



Homepage (bottom)

Upcoming events More events ▶


19 Feb



Belfast Exposed Inside Out: new photography from China

Event details ▶


19 Feb



Plans announced for further public realm improvements in Belfast city centre

Event details ▶

19 Feb




Deep River Rock Belfast City Marathon 2020 announcement

Event details ▶

View events by month 2020 ▾

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Page 16



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FROM DD / MM / YY TO DD / MM / YY All categories Event name...

Food Sport Community Market events View all events

Market event




St George's Market

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Sat 27 Jun - 7pm

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Market event




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Events page – version 1 (bottom)

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Event information



Arrangements and Amenities

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Page 18

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- Bulky waste collection**
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 - ▶ [Box collection Info](#)
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- Recycling box scheme**
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 - ▶ [Bin Information](#)
 - ▶ [Recycling Information](#)
 - ▶ [Help and contact](#)
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 - ▶ [Bin Information](#)
- Report a problem**
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 - ▶ [Help and contact](#)
- Glass recycling trial**
 - ▶ [Bin collection times](#)
 - ▶ [Box collection Info](#)
 - ▶ [Bin Information](#)
 - ▶ [Recycling Information](#)
 - ▶ [Help and contact](#)
- Bin-ovation**
 - ▶ [Bin collection times](#)
 - ▶ [Box collection Info](#)
 - ▶ [Bin Information](#)
 - ▶ [Recycling Information](#)
 - ▶ [Help and contact](#)
- Order a bin**
 - ▶ [Bin collection times](#)
 - ▶ [Box collection Info](#)
 - ▶ [Bin Information](#)
 - ▶ [Recycling Information](#)
- Commercial waste**
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Bins and recycling

Bin and box collections



- Bin and box collection
 - What goes in my bins and boxes?
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 - Report a problem with your bin
 - Order a bin
 - Request help with your bin
 - Recycling box scheme
 - Glass recycling trial
 - Commercial waste
 - Asbestos collection
- Bin collections
 - Bin collections
 - Bin information
- Recycling information
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Bin collections

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Bin collections

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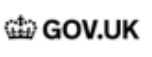
 
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- Service

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Search results (bottom)

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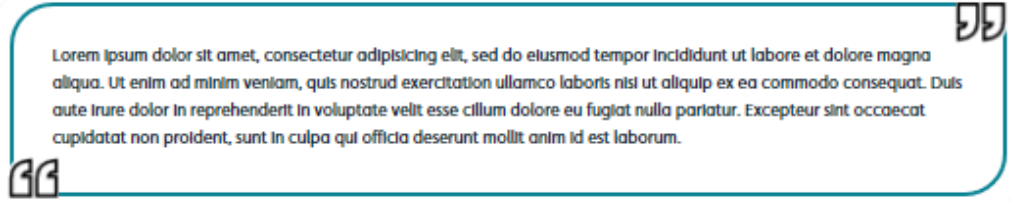
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Table example

Name	Nickname	Number
Jill	Joker	50
Eve	Batman	94
John	Robin	80
Jill	Joker	50



Belfast City Council

Belfast City Hall,
Belfast,
BT1 5GS
Tel 028 9032 0202



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Subject:	Update on progress with the detailed assessment for nitrogen dioxide (NO ₂) and fine particulate matter (PM _{2.5}) for the city.
Date:	22 nd May 2020
Reporting Officer:	Nigel Grimshaw, Strategic Director of City & Neighbourhood Services Department
Contact Officer:	Siobhan Toland, Director of City Services

Restricted Reports	
Is this report restricted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, when will the report become unrestricted?	
After Committee Decision	<input type="checkbox"/>
After Council Decision	<input type="checkbox"/>
Some time in the future	<input type="checkbox"/>
Never	<input type="checkbox"/>

Call-in	
Is the decision eligible for Call-in?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.0	Purpose of Report or Summary of main Issues
1.1	Members are advised that at the People and Communities Committee Meeting of 8 th October 2019, it was agreed that a report would be brought back to a future meeting of that Committee on how the council might undertake a detailed ambient air quality review and assessment for the city, for nitrogen dioxide (NO ₂) and fine particulate matter (PM _{2.5}) pollutants.
1.2	The UK Committee on the Medical Effects of Air Pollutants (COMEAP) had previously advised government that the impact of NO ₂ with PM _{2.5} in the UK was estimated to be equivalent to an increase in deaths of 28,000 to 36,000, where air pollution was the sole cause of death in these people.

1.3	A subsequent update report was provided to the People and Communities Committee meeting of 5 th November 2019 detailing the anticipated next steps and estimated costs of undertaking a detailed air quality review and assessment for Belfast City for nitrogen dioxide and fine particulate matter.
1.4	The Committee was advised that a detailed air quality review and assessment would require development of an emissions inventory for NO ₂ and PM _{2.5} pollutant sources, to include road vehicles, industrial emissions, biomass and domestic and commercial combustion, so that atmospheric dispersion modelling could be undertaken across the city. The emissions inventory data would be augmented by road traffic assessments and additional ambient monitoring for PM _{2.5} at a number of targeted locations across the city.
1.5	The Committee was also advised that a suitability experienced consultancy or consultants would need to be appointed via a competitive tender process to undertake the proposed detailed review and assessment work and that an initial guide to indicative costs of engaging this piece of work would be in the range £145,000- £215,000, depending on the extent and quality of the monitoring and dispersion modelling deployed. Members were reminded that this project had not been budgeted for in growth estimates for 2020/21.
1.6	The Committee was further advised that the anticipated duration of this project would be in the order of 18-24 months, depending on the extent of the tender process, the final works specification, and on UK's Brexit progress; EU procurement thresholds may apply.
1.7	At the conclusion of the People and Communities Committee meeting, the Committee agreed that in light of the resource implications and cross-cutting issues raised, the matter of the proposed detailed review and assessment would also be brought before the Strategic Policy and Resources Committee.
1.8	The Strategic Policy and Resources Committee subsequently considered and approved the public advertisement of a tender (T2044) for an ambient air quality review and assessment within the Council boundary for PM _{2.5} and NO ₂ ambient pollutants at its meeting of 24 th January 2020 and further affirmed its commitment to fund this project at its meeting of 21 st February 2020.
1.9	This report serves to highlight the method of the proposed detailed review and assessment for nitrogen dioxide and fine particulate matter pollutants to the Strategic Policy and

	Resources Committee and to provide a summary of preparatory works for the project that have been undertaken by officers, including securing an offer of matched funding from the Department of Agriculture, Environment and Rural Affairs (DAERA).
2.0	Recommendations
2.1	<p>The Committee is asked to:</p> <ul style="list-style-type: none"> • Note the contents of this report concerning the likely requirements of completing a detailed ambient air quality review and assessment for NO₂ and PM_{2.5} for the city. • Note the offer of matched funding in the 2020-2021 financial year by the Department of Agriculture, Environment and Rural Affairs to support delivery of the project.
3.0	Main Report
3.1	<p><u>Key Issues</u></p> <p>The Committee is advised that as a consequence of the anticipated cost of the project, EU procurement thresholds will likely apply. Accordingly, officers, with assistance from the council's Commercial and Procurement Services, have already completed a procurement Pre Information Notice exercise for the detailed review and assessment project and have received responses from 16 interested consultancies.</p>
3.2	<p>In addition, the council has submitted an application to DAERA under the local air quality management grant scheme for funding to support delivery of the detailed review and assessment project. DAERA have recently advised the council that the Department is in a position to match fund the detailed review and assessment project up to a value of £125,000 of approved costs for the 2020/21 financial year.</p>
3.3	<p>Moreover, DAERA have advised that the Department intends to install an ion chromatogram based air quality analyser at the Belfast Centre Lombard Street monitoring site to assist gaining a better understanding the formation of aerosols and particulate matter from their precursor gases. Data from this instrument could be used to help inform and refine development of the emissions inventory for the city and in any particulate matter source apportionment assessments. The ion chromatogram analyser is proposed to be co-located with existing PM₁₀ and PM_{2.5} real time ambient analysers at the Lombard Street monitoring site to enable data intercomparison.</p>

3.4	<p><u>Financial & Resource Implications</u></p> <ul style="list-style-type: none"> • Estimated costs for completion of the detailed review and assessment for nitrogen dioxide and fine particulate matter (PM_{2.5}) for the city have been obtained from an appropriately experienced environmental consultancy. The costs has been estimated to be in the range £145,000-£215,000, depending upon the final scope and complexity of the work undertaken. • DAERA will match fund the detailed review and assessment project up to a value of £125,000 of approved costs for the 2020/21 financial year. • The duration of this detailed assessment project for nitrogen dioxide and fine particulate matter is anticipated to be in the order of 18-24 months. • In addition to the abovementioned offer of matched funding support, it is anticipated that a significant staff contribution over the full duration of this project will be required from council, DAERA and DfI Roads staff. <p><u>Equality or Good Relations Implications /Rural Needs Assessments</u></p>
3.5	None
4.0	Appendices – Documents Attached
	None.



Subject:	Contracts Update
Date:	22nd May 2020
Reporting Officer:	Ronan Cregan, Deputy Chief Executive and Director of Finance and Resources
Contact Officer:	Noleen Bohill, Head of Commercial and Procurement Services

Restricted Reports	
Is this report restricted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, when will the report become unrestricted?	
After Committee Decision	<input type="checkbox"/>
After Council Decision	<input type="checkbox"/>
Sometime in the future	<input type="checkbox"/>
Never	<input type="checkbox"/>

Call-in	
Is the decision eligible for Call-in?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.0	Purpose of Report or Summary of main Issues
1.1	<p>The purpose of this report is to:</p> <ul style="list-style-type: none"> • seek approval from members for tenders and STAs over £30,000 • to notify Members of the proposed extension of an existing contract that the Council has with LPS for the provision of detailed property surveys.
2.0	Recommendations
2.1	<p>The Committee is asked to:</p> <ul style="list-style-type: none"> • Approve the public advertisement of tenders as per Standing Order 37a detailed in Appendix 1 (Table 1). • Approve the award of STAs in line with Standing Order 55 exceptions as detailed in Appendix 1 (Table 2). • Note that the Council has an existing contract with LPS for the provision of detailed property surveys. LPS have requested that this contract is extended for another year. Members are asked to agree this.

3.0	Main report
3.1	<p><u>Publically Advertised Tenders</u></p> <p>Section 2.5 of the Scheme of Delegation states Chief Officers have delegated authority to authorise a contract for the procurement of goods, services or works over the statutory limit of £30,000 following a tender exercise where the council has approved the invitation to tender</p> <p>Standing Order 60(a) states any contract that exceeds the statutory amount (currently £30,000) shall be made under the Corporate Seal. Under Standing Order 51(b) the Corporate Seal can only be affixed when there is a resolution of the Council.</p> <p>Standing Order 54 states that every contract shall comply with the relevant requirements of national and European legislation.</p>
3.2	<p><u>Single Tender Actions (STAs)</u></p> <p>The following STAs are being submitted for approval:</p> <ul style="list-style-type: none"> • Contract with Masternaut for the provision of GPS in council vehicles • Contract with Dell for 80 laptops and 80 docking stations to facilitate operations of the Customer Hub and home working. Dell are the current laptop provider within the Council with systems and processes configured to Dell's hardware. Dell have not yet registered for new Crown Commercial Services 'CCS' framework. Old CCS framework no longer available; • Contract with Byrne Lobby for the provision of specialist technical advice to Legal Services and Building Control relating to a dangerous building; • 10 month extension of multi-council contract with Public Analyst Services Ltd for the provision of public analyst services from 1st June 2020 to 31st March 2021 due to uncertainty in relation to Brexit and to enable the assessment and impact of new legislation introduced in Dec 2019; • 9 month extension of T692a contract with Morgans Document Security for the removal, storage, retrieval and destruction of office records from 1st April 2020 to 31st December 2020. This STA will regularise this expenditure whilst a formal procurement exercise is completed; • 12 month extension of T220 contract with Healthmatic for the supply, installation, maintenance and cleaning of automatic and semi-automatic public conveniences from 1st September 2020 to 31st August 2021. This STA will regularise this expenditure whilst a strategy is finalised for this service and a formal procurement exercise is completed;

	<ul style="list-style-type: none"> • 12 month extension of T1561 contract with Avenue Recycling for the receipt, stock control and delivery of waste containers from 1st April 2020 to 31st March 2021. This STA will regularise this expenditure whilst a formal procurement exercise is completed. <p>3.3 The following STAs are for extensions to contracts where the re-tender has been delayed/ impacted by COVID 19 due to the difficulties in tendering these requirements in a compliant manner during this time:</p> <ul style="list-style-type: none"> • Up to a 10 month extension of T1772 contract for hire of vehicles up to and over 7.5 ton & glass collection vehicles from 1st June 2020 to 31st March 2021; • Up to a 8 month extension of T1430 contract with Avenue Recycling for the removal, transportation and emptying of skips and hook lift containers from 1st August 2020 to 31st March 2021. <p>3.4 These STA extensions may be ended earlier if the re-tendering exercise is completed before 31st March 2021.</p> <p>3.5 <u>Extension of existing Council contract</u> Members are asked to note that the Council currently provides a service to LPS in respect of carrying out detailed property surveys. The Council carries out these surveys on buildings on behalf of LPS. LPS have requested that this contract is extended for a further year. Members are asked to agree this extension.</p> <p>3.6 <u>Financial & Resource Implications</u> The financial resources for these contracts are within approved corporate or departmental budgets</p> <p>3.7 <u>Equality or Good Relations Implications/Rural Needs Assessment</u> None</p>
4.0	Appendices – Documents Attached
	Appendix 1 Table 1 Publically Advertised Tenders Table 2 Direct Award Contracts

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Table 1 – Publically Advertised Tenders

Title of Tender	Proposed Contract Duration	Estimated Total Contract Value	Senior Responsible Officer	Short description of goods/ services
Delivery of Enterprise Awareness	Up to 3 years	£50,000	J Greer	The aim of this new programme is to create a culture of enterprise and stimulate the levels of early stage entrepreneurial activity across the city, which in turn, provides an increase in our mainstream business start support.

Table 2- Direct Award Contracts (Single Tender Action)

Title of Tender	Supplier	Total Value
Provision of GPS in council vehicles	Masternaut	£51,030
Procurement of 80 laptops & 80 docking stations for the Customer Hub and to facilitate home working	Dell	£90,000
Contract for the provision of specialist technical advise regarding a dangerous building	Byrne Looby	Up to £50,000
Contract for public analyst service	Public Analyst Services Ltd	£55,000
Removal,storage, retrieval and destruction of office records	Morgan Document Security	£33,000
Supply, installation, maintenance and cleaning of automatic and semi-automatic public conveniences (T220)	Healthmatic	£75,000
Receipt,stock control and delivery of waste containers (T1561)	Avenue Recycling	£150,000
Hire of vehicles up to and over 7.5ton & glass collection vehicles	Corrigan's Vehicles hire Ltd RD Mechanical Services Ltd Stewart Commercials	£110,000
Removal, transportation and emptying of skips and hook lift containers (T1430)	Avenue Recycling	£150,000

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Subject:	Inclusive Growth: Update on the development of a Social Value Procurement Framework and an Ethical Procurement Policy
Date:	22 May 2020
Reporting Officer:	John Walsh, City Solicitor / Director of Legal & Civic Services
Contact Officers:	Noleen Bohill, Head of Commercial and Procurement Services; Christine Robinson, Strategy, Policy and Partnership Manager

Restricted Reports	
Is this report restricted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, when will the report become unrestricted?	
After Committee Decision	<input type="checkbox"/>
After Council Decision	<input type="checkbox"/>
Some time in the future	<input type="checkbox"/>
Never	<input type="checkbox"/>

Call-in	
Is the decision eligible for Call-in?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.0	Purpose of Report or Summary of main Issues
1.1	The purpose of this report is provide an update on the development of a programme of work related to Social Value and Ethical Procurement as part of the Inclusive Growth Strategy.
2.0	Recommendations
2.1	It is recommended that Members <ul style="list-style-type: none"> • note the work that is being undertaken in relation to Social Value and Ethical Procurement.
3.0	Main report
	<u>Background</u>

3.1	Members agreed a Notice of Motion proposed by Councillor Beattie in January 2019 on the development of a social value strategy to further social, environmental and economic goals of Belfast City Council and will be aware that work is continuing on the development of an Inclusive Growth Strategy as part of the Belfast Agenda.
3.2	At the SP&R Committee on 20 January Members agreed to the establishment of a task and finish Social Value Working Group for Members which would meet bi-monthly. The officer working group is comprised of staff from each department and chaired by John Walsh, the City Solicitor, who has been appointed Senior Responsible Officer.
3.3	The work programme is being led by officers from the Strategic Hub and Commercial and Procurement Services and involves officers from each department.
3.4	<p><u>Social Value Procurement Framework</u></p> <p>The officer working group has begun work on the establishment of a draft Social Value Procurement Framework governing how social value could be incorporated into the Council's procurement and contractual processes.</p> <p>The draft framework will be agreed through Committee before being issued for public consultation. This will be the central policy document establishing meaningful criteria sitting at the heart of contractual relations with third parties and which will have measurable/reportable outcomes.</p>
3.5	It is proposed that the framework will be developed in such a way as to allow a phased approach which could be integrated with and provide support to the city and organisational recovery plans being developed to address the effects of the pandemic. Therefore we will looking to prioritise those aspects of a framework which will contribute to the recovery programme focussing on and jobs/skills and maximising spend, insofar as possible, within the district with a view to supporting business and impacted sectors.
3.6	Cross departmental engagement has taken place and is now being considered in the context of the draft framework. Engagement with other public sector bodies in the district has taken place and will continue.
3.7	<p><u>Ethical Procurement Policy</u></p> <p>Alongside this work, officers are working on the development of an Ethical Procurement Policy to ensure that all goods, works and services the council procures are sourced ethically in terms of both the way the council procures and the standards that we expect our suppliers, service providers and contractors to meet.</p>

3.8	A number of local authorities, including Manchester City Council, have adopted similar policies over the past number of years. Many of these policies are based upon the principles of the Ethical Trading Initiative (ETI) Base Code - an internationally recognised code of labour practice founded on the conventions of the International Labour Organisation (ILO).
3.9	The principles contained within the ETI Base Code include freedom of association and the right to collective bargaining; no discrimination; employment is freely chosen; working conditions are safe; good health is promoted; working hours are not excessive; minimum wages; regular employment is provided; training is provided; a disputes procedure is in place, child labour is eliminated; no inhumane treatment is allowed, acting with integrity and transparency.
3.10	It is proposed that Belfast City Council begin work to develop a similar policy which could also act as an umbrella policy for a range of existing obligations, including our obligations under the Modern Slavery Act, Whistle Blowing, Living Wage, Ethical Employment Standards and Sustainability/Climate Change.
3.11	It is planned that a detailed update will be brought back to Party Leaders' Forum shortly.
3.12	<u>Financial & Resource Implications</u> None.
3.13	<u>Equality or Good Relations Implications/Rural Needs Assessment</u> Any equality, good relations or rural needs implications will be determined as part of the equality screening process.
4.0	Appendices – Documents Attached
	None

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Subject:	Request for Award of Freedom of the City
Date:	22 May 2020
Reporting Officer:	John Walsh, City Solicitor / Director of Legal & Civic Services
Contact Officer:	Sarah Williams, Governance & Compliance Manager; Sandra Robinson, Protocol and Public Affairs Manager

Restricted Reports	
Is this report restricted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, when will the report become unrestricted?	
After Committee Decision	<input type="checkbox"/>
After Council Decision	<input type="checkbox"/>
Some time in the future	<input type="checkbox"/>
Never	<input type="checkbox"/>

Call-in	
Is the decision eligible for Call-in?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.0	Purpose of Report or Summary of main Issues
1.1	To consider a proposal that the Council award the Freedom of the City to our healthcare workers and all those that are working tirelessly on the frontline to care for vulnerable citizens.
2.0	Recommendations
2.1	The Committee is recommended to agree to award the Freedom of the City to our healthcare workers and all those that are working tirelessly on the frontline to care for vulnerable citizens and that a report to outline proposed arrangements for this is brought in due course.

	The Committee is asked to agree that the event will be a city wide recognition of all those frontline workers who have been engaged in the providing services through the current emergency with citizen and community participation.
3.0	Main report
	<u>Key Issues</u>
3.1	Following a request by the Lord Mayor and a proposal by Councillor Beattie which was seconded by Councillor Dorrian, to award the Freedom of the City to our healthcare workers and all those that are working tirelessly on the frontline to care for vulnerable citizens was considered by Party Leaders at the Party Leaders' Forum on 12 May 2020.
3.2	In accordance with existing Council policy on the award of the Freedom of the City, the views of the Party Groups on the Council have to be sought as to whether or not they would be supportive of such a suggestion. At the meeting, there was the required support for the award to be made ie 2/3 of Members of the Council.
3.3	Accordingly, the Committee is recommended to agree to award the Freedom of the City to our healthcare workers and all those that are working tirelessly on the frontline to care for vulnerable citizens and that a proposal on arrangements for this award will be brought back to Party Leaders' Forum for consideration at later date.
3.4	The report will present proposals on the format of any event and how we can reach into communities to achieve citizen participation.
	<u>Financial & Resource Implications</u>
3.4	To be determined and will be considered in a further report.
	<u>Equality or Good Relations Implications/Rural Needs Assessment</u>
3.5	There are not any equality or good relations considerations associated with this report.
4.0	Appendices – Documents Attached
	None



Subject:	Equality and Diversity: Quarter 4 Equality Screening and Rural Needs Outcome Report
Date:	22 nd May 2020
Reporting Officer:	John Walsh, City Solicitor/Director of Legal and Civic Services
Contact Officer:	Lisa McKee, Democratic Services Officer

Restricted Reports	
Is this report restricted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, when will the report become unrestricted?	
After Committee Decision	<input type="checkbox"/>
After Council Decision	<input type="checkbox"/>
Some time in the future	<input type="checkbox"/>
Never	<input type="checkbox"/>

Call-in	
Is the decision eligible for Call-in?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.0	Purpose of Report or Summary of main Issues
1.1	To provide members with a summary of equality screenings and rural needs impact assessments for Quarter 4 - January to March 2020.
2.0	Recommendations
2.1	The Committee is asked to <ul style="list-style-type: none"> • note the contents of the report.
3.0	Main report
	<u>Key Issues</u>
3.1	One of the main requirements of the Council's Equality Scheme is to carry out the screening of new and revised policies. This allows any impacts related to equality of opportunity and/or good relations to be identified and addressed.

3.2	<p>The Equality Commission for Northern Ireland also recommends that, once a policy has been screened and it has a major potential to impact on equality of opportunity and good relations, then it should be subjected to an EQIA. An EQIA is a thorough and systematic analysis of a policy, whether that policy is formal or informal and, irrespective of the scope of that policy or the size of the public authority. The primary function of an EQIA is to determine the extent of any differential impact of a policy upon the section 75 categories and to determine if the differential impact is adverse. An EQIA can assist in decision-making and improve policy making by adding to the evidence base available.</p>
3.3	<p>In addition, the Council has a statutory duty under the Rural Needs (NI) Act 2016 to consider rural needs in the development of new policies, plans or strategies or in any service design/delivery decisions and is required to ensure that annual reporting returns are submitted to DAERA.</p>
3.4	<p>An equality screening and rural needs impact assessment template is completed by the relevant officer, in collaboration with the Equality and Diversity Unit. On a regular basis, the Unit collates all completed templates into a screening outcome report and publishes onto the Council's website along with the relevant completed templates. The current screening outcome report for January to March 2020 is attached at Appendix 1.</p>
3.5	<p><u>Financial & Resource Implications</u></p> <p>None</p>
3.6	<p><u>Equality or Good Relations Implications/Rural Needs Assessment</u></p> <p>The actions outlined contribute to our legal compliance regarding the promotion of equality, good relations and rural needs.</p>
4.0	<p>Appendices – Documents Attached</p>
	<p>Appendix 1 - Quarter 4 Screening Outcome and Rural Needs Impact Assessment Report 2019/20</p>



**Belfast
City Council**

**Equality Screening Outcome Report and Rural Needs Impact
Assessment**

Q4 - January to March 2020

Introduction

Legislation – An Overview

Section 75 Statutory Equality Duties

Section 75 of the Northern Ireland Act 1998 requires the Council, when carrying out its functions in relation to Northern Ireland, to have due regard to the need to promote equality of opportunity between nine categories of persons, namely:

- between persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation;
- between men and women generally;
- between persons with a disability and persons without; and
- between persons with dependants and persons without.

Without prejudice to its obligations above, the council must also have regards to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group.

The Council's Revised Equality Scheme was formally approved by the Equality Commission in March 2015. The revised Scheme outlines how we propose to fulfil our statutory duties under Section 75. Within the Scheme, the council gave a commitment to apply the screening methodology below to all new and revised policies and where necessary and appropriate to subject new policies to further equality impact assessment.

- What is the likely impact of equality of opportunity for those affected by this policy/proposal, for each of the Section 75 equality categories?
- Are there opportunities to better promote equality of opportunity for people within Section 75 equality categories?
- To what extent is the policy/proposal likely to impact on good relations between people of different religious belief, political opinion or racial group?

- Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?

In keeping with the Council's commitments in its Equality Scheme, the Council has applied the above screening criteria to new policies and proposals. Screening identifies policies that are likely to have an impact on equality of opportunity and/or good relations.

Screening identifies the impact of the policy/proposal as major, minor or none.

- If major – an Equality Impact Assessment may be carried out.
- If minor – consider mitigation or alternative policy and screen out.
- If none – screen out and give reasons.
- Ongoing screening – for strategies/policies that are to be put in place through a series of stages – screen at various stages during implementation.

The council also committed within its Revised Equality Scheme to prepare and publish for information regular reports on its screening exercises. This is screening report providing details on all screenings undertaken from the period January to December 2020.

Rural Needs Impact Assessments

The Council also has a statutory duty under the Rural Needs (Northern Ireland) Act 2016 to consider rural needs in the development of new policies, plans or strategies or in any service design/delivery decisions. The Council must therefore engage with rural stakeholders in relation to policy development when it is relevant and appropriate. The Equality and Diversity Unit is responsible for reporting to the Strategic, Policy and Resources Committee and for ensuring that annual reporting returns are submitted to DAERA.

To further promote openness and transparency, there is a link to each completed screening and rural needs impact assessment template on the Council's website.

www.belfastcity.gov.uk

The templates detail all policies screened over this period and includes decisions reached.

Consultation

The development of new policies and proposals will be supported by effective engagement processes to ensure that staff, service users and all interested parties are fully involved.

Planning for, and delivering safe and cost effective services requires close collaboration at many levels.

If you have any queries about this document, and its availability in alternative formats (including Braille, disk and audio cassette, and in other languages to meet the needs of those who are not fluent in English) then please contact:

Lisa McKee
Equality and Diversity Unit
Belfast City Council
City Hall
Belfast
BT1 5GS
Direct Line 02890 270555
or 028 90 320202 ext 6310
email: equality@belfastcity.gov.uk or McKeeL@belfastcity.gov.uk

Screening Outcome

The screening outcomes are outlined in the table below. Three possible outcomes are recorded:

If **Major** – an Equality Impact Assessment may be carried out. **EQIA** - subject to further scrutiny under Section 75 of the NI Act 1998 to determine the impact upon those directly affected, which in turn will require informal and formal consultation with a wide range of stakeholders.

If **Minor** – consider mitigation or alternative policy and screen out.

If **None** – screen out and give reasons.

Screening Outcome Options

Major= In

Minor= Out with mitigation

None= Out without mitigation

Equality Impact Assessments (EQIAs)

We have also added for notation purposes details of those EQIAs which are currently being undertaken by the Council.

Rural Needs Impact Assessment Options

Does the policy, plan, strategy or service design/delivery impact on the social and economic needs of people in rural areas?

Belfast City Council Equality Screening Outcome Report and Rural Needs Impact Assessment

This report includes published screenings and Rural Needs Impact Assessments for the period July to September 2019. Copies can be found at:

<http://www.belfastcity.gov.uk/council/equality/eqia.aspx>

Description of Policy/Proposal	Rural Needs Impact Assessment	ECNI Screening Decision and Contact
A City Reimaging – Cultural Strategy for Belfast 2020-2030	This is an overarching strategy and it will have no impact on residents in rural areas	Screened In – Necessary to conduct a full EQIA – EQIA complete Contact: Erika Clark ext 5460
Future City Centre Programme	This programme is specific to Belfast City Centre and will have no impact on residents living in rural areas	Screened Out – No EQIA necessary (no impacts) Contact: Catherine McKeown ext 3560
City for Investment Service	This service will be delivered Citywide and will have no impact on residents living in rural areas	Screened Out – No EQIA necessary (no impacts) Contact: Jelena Buick ext 3229

Description of Policy/Proposal	Rural Needs Impact Assessment	ECNI Screening Decision and Contact
Request for a permanent plaque to commemorate World War I nurses	This decision is specific to Belfast City Hall and will have no impact on residents living in rural areas	Screened Out – No EQIA necessary (no impacts) Contact: Lisa McKee ext 6310
Reservoir Safety Programme	This Programme will have no impact on residents living in rural areas	Screened Out – No EQIA necessary (no impacts) Contact: Breige Coyle ext 3671
Final Developer Contributions Framework	This Framework will be used to aid planning assessments to ensure that new development is appropriately mitigated and managed. Therefore the impact will apply across the Council's area regardless of whether the proposed development is in a rural or urban area.	Screened Out – No EQIA necessary (no impacts) Contact: Ed Baker ext 2303
Final Blue and Green Infrastructure Plan	This Plan can be used to aid planning and investment decision making, including encouraging consideration of potential opportunities to enhance and expand the blue and green infrastructure network through development. Therefore the impact will apply across the Council's area regardless of whether proposed development is in an urban or rural area	Screened Out – No EQIA necessary (no impacts) Contact: Mark Whittaker ext 2321
Belfast Zoo Annual Scale of Charges 2020-2021	These charges will not have a different impact on residents living in rural areas	Screened Out –Mitigating Actions (minor impacts) Contact: Ashleigh Fox email ashleighfox@belfastcity.gov.uk
Start a Business Activity	This Programme will be delivered Citywide and will have no impact on residents living in rural areas	Screened Out –Mitigating Actions (minor impacts) Contact: Jelena Buick ext 3229
City for Investment Service	This Programme will be delivered Citywide and will	Screened Out –Mitigating Actions (minor impacts)

	have no impact on residents living in rural areas	Contact: Jelena Buick ext 3229
Employability and Skills Programme	This Programme will be delivered Citywide and will have no impact on residents living in rural areas	Screened Out –Mitigating Actions (minor impacts) Contact: Jelena Buick ext 3229

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