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|---|-------------------------|
| Correspondence Report For Decision | 18 December 2018 |
| Council Meeting | |

| Linkage to Council Strategy (2015-19) | |
|--|--|
| Strategic Theme | Leader and Champion |
| Outcome | Establish key relationships with Government, agencies and potential strategic partners |
| Lead Officer | Director of Corporate Services |
| Cost: (If applicable) | Nil |

Copy correspondence attached.

| | |
|-----------|---|
| 1. | Department of Education – Publication of Interim Guidance on the Children’s Services Co-Operation Act (Northern Ireland) 2015, DA Baker, 14 November 2018 |
| | <p>The Children’s Services Co-Operation Act (Northern Ireland) 2015 came into effect in December 2015 with the aim to improving co-operation between children’s authorities and other children’s service providers to improve the well-being of children and young people. The Act requires the NI Executive to adopt a Children and Young People’s Strategy and to report to the Assembly on the operation of the Act.</p> <p>Initial information was issued by the Department of Education in July. Further interim guidance is now available and can be viewed via the following link:</p> <ul style="list-style-type: none"> • https://www.education-gov.ni/node/35912 |
| 2. | Newry, Mourne and Down District Council – Motion on Curriculum Sports Programme, L Hannaway, Chief Executive, 20 November 2018 |
| | <p>At a recent meeting, Newry, Mourne and Down District Council passed the following resolution:</p> <p><i>‘That this Council acknowledge and applaud the contribution that the ‘Curriculum Sports Programme’ has made to the emotional health and physical well-being of our primary school children since it was introduced in 2007 and writes to the Department of Education expressing our concerns and disappointment that funding is no longer available, and calling for the reinstatement of funding for this essential programme of which 3,600 pupils</i></p> |

| | |
|-----------|--|
| | <p><i>from 400 primary schools have benefited on an annual basis. It was further agreed to forward the motion to all Councils seeking their support.</i></p> <p>It has been suggested that Council could give its support to the Motion by writing to the Permanent Secretary for the Department for Education.</p> |
| | |
| 3. | Department for Communities, Jeff Glass, Local Government & Housing Regulation, 23 November 2018 |
| | <p>Commissioner for Standards (NILGCS), who as part of the Commissioner's duties as regulator for Northern Ireland Local Government Code of Conduct, have notified the Department of the estimated costs for the provision of the Local Government Ethical Standards (LGES) function for the period 1 April 2019 to 31 March 2020. The estimated costs for the next financial year are £785,000. Please see the attached schedule which provides a breakdown of this total.</p> |
| | |
| 4. | Derry City and Strabane District Council Resolution, J Kelpie, Chief Executive, 4 December 2018 |
| | <p>Correspondence has been received from Derry City and Strabane District Council to advise that the following Motion had been unanimously passed:</p> <p><i>This Council notes that the Community Pharmacy network in NI delivers community-based healthcare services and promotes well-being, with around 123,000 people visiting a community pharmacy every day.</i></p> <p><i>This Council further notes that in 2015 a report was commissioned by the Department of Health and carried out by Pricewaterhouse Coopers for the financial year 2011/12. That report verified that the total HSC cost of running the community pharmacy service in NI is in the region of £130 million - £136 million annually. Despite this, the community pharmacy network remains underfunded by at least £20 million per year.</i></p> <p><i>This Council will write to the Secretary of State and the Permanent Secretary in the Department of Health urging that the Department; Opens further discussions with the representative body Community Pharmacy NI; Urgently introduces an interim rescue package; Introduce changes to the payment arrangements for Chemists to address the issue of dispensing at a loss'; Ensures sufficient funding is maintained across the network including rural areas; Delivers a new community pharmacy contract as a matter of urgency.</i></p> <p><i>Finally this Council will write to the other 10 Councils across N.I. asking them to support this resolution.</i></p> |
| 5. | NILGA All Council Bulletin December 2018 |
| | <p>Correspondence has been received from NILGA to advise of the latest edition of the NILGA Bulletin. This provides Council with key information on the work being taken forward through NILGA, Councils and partners, delivering the results for local government.</p> |

PERMANENT SECRETARY
Derek Baker



To: Departmental Permanent Secretaries
Chief Executives of Children's Authorities

Rathgael House
43 Balloo Road
Rathgill
BANGOR
BT19 7PR

Tel: 028 9127 9309
Email: derek.baker@education-ni.gov.uk

14 November 2018

Dear Colleague

PUBLICATION OF INTERIM GUIDANCE ON THE CHILDREN'S SERVICES CO-OPERATION ACT (NORTHERN IRELAND) 2015

As you may be aware, the Children's Services Co-Operation Act (Northern Ireland) 2015 came into effect in December 2015 with the aim of improving co-operation between children's authorities and between children's authorities and other children's service providers to improve the well-being of children and young people. The Act also requires the Northern Ireland Executive to adopt a Children and Young People's Strategy and to report to the Assembly on the operation of the Act.

Initial information was issued by the Department of Education in July 2016 followed by draft guidance in May 2017 on which children's authorities were asked to comment. This led to a number of changes, including reference to community planning and how the eight characteristics of well-being in the Children's Services Co-operation Act linked to the United Nations Convention of the Rights of the Child.

I am pleased that we are now able to provide children's authorities with further guidance, a copy of which is attached, to assist their understanding the provisions of the Act and the duties it places on them.

In the absence of an Executive there are some sections of the guidance which cannot be finalised which is why the attached is described as 'Interim Guidance'. The sections on the Executive Children and Young People's Strategy and the Programme for Government (PfG) are to be finalised at a later date. The Department plans to issue further advice in the near future on plans to co-ordinate information on how children's authorities are implementing the Children's Services Co-operation Act in preparation for the production of an annual report to be laid in the Assembly.

The Interim Guidance is consistent with the draft Programme for Government's emphasis on the need for cross-cutting and collaborative working at all levels of government and public service provision and will be instrumental in helping to deliver on PfG Outcome 12 that "We give our children and young people the best start in life".

I hope the Interim Guidance will assist you and your staff in better understanding the Act and the statutory duties it places on children's authorities in respect of co-operation, including the factors a children's authority should take into account when developing policy or procedures related to children's services or in delivering children's services. The Interim Guidance can also be accessed on the DE website at <https://www.education-ni.gov.uk/node/35912>.

I would be grateful if you could disseminate the information to staff within your departments and organisations. If you require further information please contact June Wilkinson on tel. 029 9185 8020 or at june.wilkinson@education-ni.gov.uk .

Yours sincerely

A handwritten signature in black ink that reads "D A Baker". The letters are cursive and slightly slanted to the right.

D A BAKER

Liam Hannaway
Chief Executive



Comhairle Ceantair
an Iúir, Mhúrn
agus an Dúin
Newry, Mourne
and Down
District Council

20 November 2018

Northern Ireland Local Government – Chief Executives

Dear Chief Executive

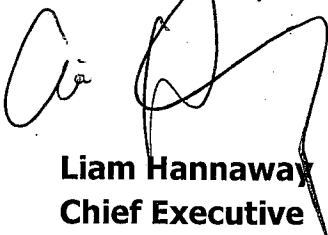
Re: Motion on Curriculum Sports Programme

At a recent Meeting, my Council passed the following resolution:

“That this Council acknowledge and applaud the contribution that the ‘Curriculum Sports Programme’ has made to the emotional health and physical well-being of our primary school children since it was introduced in 2007 and writes to the Department of Education expressing our concerns and disappointment that funding is no longer available, and calling for the reinstatement of funding for this essential programme of which 3,600 pupils from 400 primary schools have benefited on an annual basis. It was further agreed to forward the motion to all Councils seeking their support”.

I would be grateful if your Council would give its support to the Motion and write accordingly to the Permanent Secretary of the Department for Education.

Yours sincerely



Liam Hannaway
Chief Executive

emcp/pm



Department for
Communities

www.communities-ni.gov.uk

Local Government and Housing
Regulation Division
Finance Branch
Level 4
Causeway Exchange
1-7 Bedford Street
BELFAST
BT2 7EG
Phone: 028 9082 3375
email: jeff.glass@communities-ni.gov.uk

Chief Executive of each District Council

Your ref:

Our ref: CO1/18/712301

23 November 2018

Dear Chief Executives

I am writing to advise you that the office of the Northern Ireland Local Government Commissioner for Standards (NILGCS), who as part of the Commissioner's duties as regulator for Northern Ireland Local Government Code of Conduct, have notified the Department of the estimated costs for the provision of the Local Government Ethical Standards (LGES) function for the period 1 April 2019 to 31 March 2020. The estimated costs for the next financial year are £785,000. Please see the attached schedule which provides a breakdown of this total.

The LGES regime was developed through the reform working group Policy Development Panel A and was widely consulted on during the making of the Local Government (Northern Ireland) Act 2014. Section 64 of that Act provides for the covering of the expenses of this function through top-slicing the Transferred Functions Grant.

From 1 April 2016 the estimated costs have been set at £541,000 and apportioned via the agreed method (50:50 split between the number of councillors and the wealth of a council). The actual costs of administering the scheme have been less than £541,000, with refunds being redistributed to councils each year.

The costs of the function for previous financial years are as follows:-

- 2015/16 £227,795
- 2016/17 £271,000
- 2017/18 £273,000

(2018/19 figures will not be available until the end of the year).

The required budget for 2019/20 of £785,000 is to support the estimated requirements for the general provision of the investigation, adjudication and the sanction function of the Commissioner's office and the estimated requirement for anticipated legal challenge for both Judicial Review and High Court Appeal. The provision of this function by the Northern Ireland Public Service Ombudsman Office (NIPSO) continues to represent a

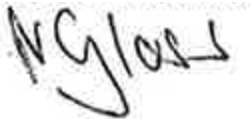
significant saving to councils when compared against the like-for-like cost forecast contained within the PwC Local Government Service Delivery Economic Appraisal.

The method of apportioning NIPSO costs between councils is due to be reviewed but that exercise cannot be taken forward until a Minister is appointed. Meanwhile the 50:50 basis, supported by the previous Minister of the Environment, based on the wealth and number of councillors in a council will continue to be the basis of the apportionment. To note the agreed measure of wealth is the Gross Rate Penny Product used in the Rates Support Grant calculation, and therefore going forward the council specific conversion factor will be used in the apportionment of these costs.

Each council's apportioned NIPSO costs will be notified as part of the budget estimates process in early December.

This item will be discussed at the next Finance Working Group on Thursday 6th December, at which each of your councils are represented. I would be grateful if you provide any feedback to me on this in advance of the meeting.

Yours sincerely

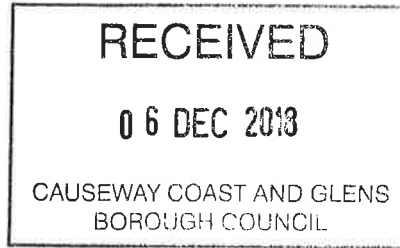
A handwritten signature in black ink that reads "J Glass". The signature is written in a cursive style with a large initial 'J' and 'G'.

JEFF GLASS
Local Government & Housing Regulation

Cc: Finance Officer of each District Council

Local Government Ethical Standards costing 2019/20
 Schedule of revised cost estimations 2019/20 to support £785k allocation

| Element of expenditure | Description | Cost £'s |
|--|---|-----------------|
| Deputy Ombudsman 30% contribution revised to reflect the actual amount of time required to deliver the function (Note for all salary related costs a 7.5% increase has been added due to the revaluation of the PCSPS as advised by DOF) | Contribution for displacement of duties previous carried out by the Deputy Ombudsman to the DOFCS. Incremental costs as the DOFCS was an additional appointment due in part to the displacement of the duties. | 34,323 |
| Grade 7 Director (90% of time as 10% of time allocated to another function) | Full cost of LGES Director of Investigations | 71,835 |
| Administration Officer | Full cost of Administration Officer | 33,182 |
| Deputy Principal x 3 to reflect actual resource requirement | Senior investigation Officers, increased to three due to increase in enquiries and investigation numbers and to assist in maintaining performance targets and in particular the length of time for an investigation | 176,907 |
| Staff Officer (mid-point) | Delivery of training on the Code of Conduct, Guidance on best practice, outreach and investigative support | 47,208 |
| Adjudication: Legal Assessor | Call off contract with a legal Assessor as part of the function of the adjudication panel (average cost per adjudication £2,800) | 28,000 |
| Adjudication incremental support | Cost for the facilitation of the adjudication hearing (venue, stenographer etc.) | 22,500 |
| Additional Premises expenses (light, heat, IT, telephone, Stationery etc.) | As a result of additional staff | 10,000 |
| LGES Legal Officer (Staff Officer) | Required to assist Ombudsman in the delivery of the adjudication function | 44,207 |
| Media Management - Now 25% of Grade 7 Head of Communication time | | 18,920 |
| Legal costs (Investigation) | Legal advice as part of the investigation (8 Investigations at an average of £2,000) | 16,000 |
| Legal Costs Leal representation Investigation team | Legal representation for Investigation Team at Adjudication hearings (8 out of 10 adjudications at an average of £5,000 per adjudication hearing) | 40,000 |
| Training | As required | 2,000 |
| Legal challenge | Legal support for Judicial reviews and Appeals to the High Court | 215,000 |
| Publications - Annual Report, Leaflets (legislative requirement to publish adjudication decisions in local press) | Average notice in press £300 | 5,000 |
| Overheads | | 20,000 |
| Total | | 785,082 |



Derry City & Strabane
District Council
Comhairle
Chathair Dhoire &
Cheantar an tSratha Báin
Derry Citty & Stràbane
Destrack Council

Our Ref: TJ

4 December 2018

Mr David Jackson
Chief Executive
Causeway Coast and Glens Borough Council
Civic Headquarters
Cloonavin
66 Portstewart Road
Coleraine
BT52 1EY

Dear Mr Jackson

At a Meeting of Derry City and Strabane District Council held on 22 November 2018, the following Motion was unanimously passed:

This Council notes that the Community Pharmacy network in NI delivers community-based healthcare services and promotes well-being, with around 123,000 people visiting a community pharmacy every day.

This Council further notes that in 2015 a report was commissioned by the Department of Health and carried out by Pricewaterhouse Coopers for the financial year 2011/12. That report verified that the total HSC cost of running the community pharmacy service in NI is in the region of £130 million - £136 million annually. Despite this, the community pharmacy network remains underfunded by at least £20million per year.

This Council will write to the Secretary of State and the Permanent Secretary in the Department of Health urging that the Department ; Opens further discussions with the representative body Community Pharmacy NI; Urgently introduces an interim rescue package; Introduce changes to the payment arrangements for Chemists to address the issue of 'dispensing at a loss'; Ensures sufficient funding is maintained across the network including rural areas; Delivers a new community pharmacy contract as a matter of urgency.

Derry

C/o Council Offices
98 Strand Road
Derry
BT48 7NN

Strabane

C/o Council Offices
47 Derry Road
Strabane
BT82 8DY

**John Kelpie MEng., CEng., MStructE.,
MIEI**

Chief Executive
Derry City and Strabane District Council

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f Derry City & Strabane District Council
@dcsdcouncil

Finally, this Council will write to the other 10 Councils across N.I. asking them to support this resolution.

I look forward to receiving your response in relation thereto.

Yours sincerely

A handwritten signature in cursive script, appearing to read "John Kelpie".

John Kelpie
Chief Executive



NILGA ALL COUNCIL BULLETIN

December 2018

www.nilga.org



@NI_LGA @NILGA_EER

10 Dec. 2018

Dear Council Mayors, Chairs, Elected Members & Officers,

NILGA, the Northern Ireland Local Government Association, wishes you and all communities across the 11 council areas a safe, happy Christmas and a positive, productive 2019. It remains a privilege to work hard and work well for local government at such a crucial time in its history and development.

For all those standing in Council Elections, we trust that you will not be found wanting by the electorate we commonly serve! Best wishes to all,

Cllr Dermot Curran, President, NILGA



LOCAL GOVERNMENT 2019 - OPEN for Business, CLOSED to Taxation Transfer

A Brief Look Back

2018 has been a year of progress and resilience for Northern Ireland's 11 councils. Local place led investment from city and town centres to Rathlin Island, Growth Deal commitments for the Greater Belfast region and Derry City and Strabane, Community Planning innovations and milestones reached, new enterprise partnerships formed for jobs and High Streets, NILGA's record breaking and unique elected member development learning & accreditations, plus its revenue-creating events such as the first ever national "In Bloom" 3-day programme reaching councils across NI. **All this set against an efficiency and resilience backdrop and more expectations – some welcome, some unrealistic - heaped upon councils by government departments.**

A Sober Look Ahead

There is mounting expectation on local councils – considering the suspension of the Assembly – to deliver additional services like land contamination, winter maintenance, all aspects of emergency planning and community grants support – yet, councils and NILGA need formally consulted with and properly funded to do these things.

COUNCILS MUST NOT BE VICTIMS OF THEIR OWN SUCCESS and BE ASKED TO DO MORE without proper funding to do it. By January 2019, the Legislative Assembly will have been suspended for two years, whilst councils will be set to strike their 2019/20 rates and prepare for the May elections.

NILGA is absolutely committed to working with councils and a growing body of opinion to achieve a necessary, gradual increase of local government's role, including greater investment for service delivery, for social cohesion and long-term community, infrastructure and enterprise development. **Such increases must bring formally negotiated resources to do the job.** In the immediate term, however, **PROTECTING OUR BUDGETS** is vital.

NILGA is working with councils and partners to seek that:

- The £17 million plus Rates Support Grant be raised at least by annual inflation figures (2.51% in 2018);
- Additional substantial resources are provided to councils to cover Traffic Management costs and processes involved in Roads Closures legislation for key sporting, cultural and community events right across NI;
- Any additional responsibilities to deliver services on behalf of government departments, including proposals determined under Community Planning legislation, should be fully funded and subject to "New Burdens" contracts following normal and best practice everywhere else;
- The Secretary of State commits to a formal rates review process **AND** a review of Local Government's Development & Investment, commencing in June 2019 after the elections;
- Proportionate investment and joint decision making given to councils in regard to the block grant, which will rise by an additional £320m over the next two years.
- A full co-design approach is taken to **ANY** consultation outcomes whether NI or Westminster driven, which materially affect councils' services and budgets.

NILGA will engage at political and corporate levels to protect councils and apply the simple philosophy of **high quality, affordable services to ALL parts of government.** Local councils contribute massively to developing and sustaining thousands of existing and new jobs across Northern Ireland, creating the taxes and investment needed to sustain other parts of the public purse including roads, health and education. **Councils don't short change the ratepayers so must not suffer this themselves.** NILGA will **both promote and protect** councils diligently as per the year past, right through all of 2019.

NILGA MEMBERS

Correspondence Item 5

NILGA would like to thank and acknowledge the tireless support of our Full, Executive and Working Group Members. These Members ensure that NILGA fulfils its role in supporting the development of a strong, effective local government sector. The impact of these Members within councils and externally, has been critically important to improving regional communications and policy effectiveness over the past 12 months.



WORKING GROUP UPDATES

Audit Committee WG

The Audit Group has approved our Risk Register, recommended NILGA's Work Plan and our Council Investment, together with approving the completed / all council communicated Chief Executive's Pay and Performance review.

Community Planning and Wellbeing WG

- Network Events held in June and September 2018 which brought together elected members, officers and partners focussed on themes of Prioritising Impact (Outcomes) and Collaboration.
- Active participation on the Central / Local Government Monitoring and Reporting Working Group to develop Community Planning Monitoring and Reporting Guidance, which was finalised in November 2018.
- Continued to develop in partnership with Belfast Healthy Cities the Wellbeing Bulletin with a focus on 'Taking Action on Wellbeing' and 'Working together to Achieve Wellbeing'.

Planning and Regeneration Working Group

The Group had a proactive 'events focus' this year, having provided opportunities for members to consider placemaking, the planning portal, churning skills and lobbying. Working collaboratively with the Member Development WG, the PRWG also reduced the frequency of meetings 'proper' in 2018, to enable focused participation in the pilot for the development of an Accredited Planning Training Programme, which will be refined and rolled out after the May 2019 election.

Other successes this year have included:

- a detailed exploration of progress on regeneration work across the 11 councils,
- development of strong working relationships on planning with NIHE, NIFHA, RTPi and member councils,
- provision of a forum to discuss and address challenges faced by members on planning committees, including conduct issues

Forthcoming work will include:

- A workshop on social and affordable housing, in partnership with NIFHA, planned for January 2019.

RECENT KEY ACHIEVEMENTS

Regional Elected Member Development WG

- Expanded to ensure all Council network with membership from all 11 Councils
- Co-design and oversight of the NILGA Regional Programme of Learning and Development for Elected Members.
- Commitment from Local Government Training Group to 50% fund the NILGA Regional Programme.

Economy & Growth WG

- High level policy events held on broadband and Driving Government Locally.
- Policy learning visit to Wales on City & Growth Deals and Brexit.
- Lobbying & engagement with EU institutions, Irish Regional Assemblies, CEMR, COR and UKREP in Brussels.
- Key issues for NI Councils in the Brexit process addressed with EU Committee of the Regions, UK Government departments & All Island Civic Forum.
- iEER Action Plan for entrepreneurship agreed with Invest NI & Department for the Economy.

Strategic Migration Partnership

The work of the NISMP in 2018 has centred on the following areas:

- Collating the concerns and priorities of employers in NI in relation to Brexit and communicating these to DfE and the Migration Advisory Committee
- Working with the Home Office to ensure that the EU Settlement Scheme is accessible and appropriate for EU nationals resident in NI.
- Coordination of a safeguarding group to improve safeguarding identification and referral processes for asylum seekers.
- Establishment of a Sustainable Communities and Demographics Working Group with membership from the 11 councils to ensure that the work of the Partnership is relevant both locally and regionally.



CITY & GROWTH DEALS IN PRACTICE

A NILGA delegation of elected members and officers from ten NI councils visited Wales at the invitation of the Welsh Local Government Association, to examine and bring back learning from the City & Growth Deal process that could be relevant to councils in Northern Ireland. The group also explored post-Brexit funding opportunities (including the replacement of EU funding), moves towards regional coordination of economic development in Wales and the role of councils in place-shaping.



We were left in no doubt that City & Growth Deals can be a catalyst for big picture thinking, doing things differently, creating efficiencies and unlocking difficult issues. They offer an opportunity for regions to highlight their competitive advantages on the global stage. They offer councils – mindful of the absence of the Legislative Assembly in regard to decisions affecting the economy and Brexit – an opportunity to step up and show their credentials, competencies, and ambition.

Having considered the lessons from Wales, NILGA has proposed a set of recommendations for councils to consider, including:

- The establishment of **strategic economic leadership group** at political and official level to advise on and coordinate regional economic growth opportunities and to share learning from the City & Growth Deal and Brexit processes
- Providing a **development programme for deal leaders** to increase existing skills in political leadership, influencing, scrutiny, communication and governance.
- NILGA to develop its policy guidance role, highlighting **best practice and partnership opportunities** in Wales & Scotland as well as with the Irish Regional Assemblies
- A proposal for a **Brexit support programme** for councils be developed

NILGA looks forward to coordinating a **reciprocal visit** by mid-2019 from Welsh councils to Northern Ireland on areas of common interest, including future funding, rural development, broadband and strategic growth opportunities.

PEACE AND INTERREG

The EU has signalled its support for a post 2020 Peace Plus Programme to incorporate elements of the former Peace and Interreg funds on a cross-border basis. Both the UK and Irish governments have indicated their desire for such a programme. NILGA meets with SEUPB's Chief Executive, Gina McIntyre, in Derry City and Strabane District Council's Guildhall on 14th December. NILGA believes that councils could play a greater role in the delivery of this crucial programme as well as the proposed £3.5 BILLION "Shared Prosperity Fund" proposals emanating from Westminster.

Existing Peace IV and Interreg V investment totals over £550 million, with councils playing key roles in job and revenue creation as well as community development. **NILGA Response - All Party Parliamentary Group on post Brexit funding for Nations, Regions & Local Areas available [here](#).**

ELECTED MEMBER DEVELOPMENT & CHARTER

It is with great delight that NILGA announces the successful achievement of Charter Level 2 for Armagh City, Banbridge and Craigavon Borough Council and Belfast City Council as well as Mid Ulster District Council's Charter Level 1 success. Announcements came through about the fantastic news on the 6th December following approval from North West Employers Executive. The very well deserved accolades will receive official recognition at each councils presentation ceremonies, details of which to follow.



Belfast
City Council



NI CHAMBER HOSTS IN CAMERA WITH NILGA AND LOCAL COUNCILS

NI Chamber, in partnership with SSE Airtricity, hosted an In-Camera event on 14th November 2018 with NILGA and a number of senior representatives from local councils. The dinner, attended by over 60 NI Chamber members, allowed the senior representatives from the local councils the opportunity to provide an update face to face with business on their major projects/

initiatives and outline their current challenges and implications. <http://www.northernirelandchamber.com/2018/11/15/185350/>

2018 NILGA Christmas Donation

In lieu of card giving this year, the Association has made a donation to Marie Curie.

Marie Curie provide care and support for around 4,000 people living with a terminal illness, their carers and loved ones across NI each year.

For more information on the work of Marie Curie or to make a donation, please visit -

www.mariecurie.org.uk



POSSIBLE EMAIL PHISHING

Like all organisations and businesses today, NILGA and our partners are being increasingly targeted by email phishing scams. To help mitigate this, we are constantly working with our IT support providers to put in place systems to counter these increasingly sophisticated scams. If however, you receive any unexpected or suspicious emails that appears to come from NILGA but is requesting an out of context payment or referencing a due invoice, please don't open any of the attachments on the email, instead please contact our accounts department to seek further guidance and clarification. The accounts department can be contacted at accounts@nilga.org or on 028 9079 8972.

WINTER MAINTENANCE UPDATE



The Department for Infrastructure, Winter Service information leaflet is available to download - [Winter Service Information leaflet](#)



Further information is also available on the NI Water - [Winter Proof Your Home portal](#)



Debt Management Telephone Number Changes

Please note that from 19 November 2018 Debt Management will be introducing additional Freephone telephone numbers for customer enquiries.

Freephone Numbers:

| Type of enquiry | Business area | Freephone number |
|---|------------------------------------|--|
| For enquiries regarding the recovery of overpaid benefits, and Direct Earning Attachments enquiries from Employers | Service Centre | 0800 587 1322 (number is unchanged) (however, customer options have changed) |
| For enquiries regarding recovery of benefits paid and health service charges as a result of a claim for compensation. | Compensation Recovery Scheme | 0800 587 2980 |
| For enquiries regarding the recovery of corporate Debt. | Corporate Debt Control Unit (CDCU) | 0800 587 2981 |
| For enquiries regarding deductions from benefits for public utility debts (such as rent and rates) | Third Party Deductions | 0800 587 2982 |
| For enquiries regarding recovery of Discretionary Support loans | Discretionary Support | 0800 587 2983 |
| For enquiries regarding a customer Loan Management account (in respect of Support for Mortgage Interest) | Loan Management | 0800 587 2984 |
| For enquiries regarding overpayments of Welfare Supplementary Payments | Welfare Supplementary Payments | 0800 587 2985 |
| For deaf and hard of hearing customers | Text phone | 0800 587 2986 |
| For enquiries regarding Social Fund loans | Social Fund Lisburn | 0800 022 4250 (Social Fund Telephony Support Unit number remains unchanged) |



IN LINE WITH LISBURN & CASTLEREAGH CITY COUNCIL OFFICE ARRANGEMENTS - THE NILGA OFFICE WILL BE CLOSED FROM 5PM ON THE 21ST DECEMBER, REOPENING ON THURSDAY 27TH DECEMBER AT 9AM.

DATES FOR YOUR DIARY – DECEMBER & JANUARY

| Date | Title | Venue | Contact |
|----------|--|------------------------------------|--|
| 10/12/18 | NISMP Board Meeting | Lisburn & Castlereagh City Council | m.kerr@nilga.org |
| 11/12/18 | Planning & Regeneration Working Group | Ranfurly House, Dungannon | k.smyth@nilga.org |
| 12/12/18 | Audit & Risk Management Working Group | Belfast City Hall | d.anderson@nilga.org |
| 13/12/18 | APSE National Council Dinner with NILGA Party Leaders | Belfast Castle | d.mccallan@nilga.org |
| 14/12/18 | NILGA Executive and SEUPB Engagement | Guildhall, Derry / Londonderry | s.little@nilga.org |
| 11/01/19 | NILGA Executive | Lagan Valley Island, Lisburn | s.little@nilga.org |
| 18/01/19 | Central- Local Government Political Forum | Stormont Hotel | a.mcbride@nilga.org |
| 25/01/19 | NILGA Full Members and Planning and Social Housing Event | Mossley Mill, Newtownabbey | s.little@nilga.org |
| 28/01/19 | Council Performance Improvement | Antrim Civic Centre | f.douglas@nilga.org |

**Northern Ireland Local Government Association
Bradford Court, Upper Galwally, Castlereagh, BT8 6RB**

tel: 028 9079 8972 web: www.nilga.org twitter: @NI_LGA @NILGA_EER #teamlocgovni

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